



Refund Policy Terms & Conditions | 2015 To Date

We've been providing medals and militaria to a wide range of individuals and organisations across the globe since 1976. We very much hope you enjoy ordering from us, are delighted with your purchases, and choose to buy with us 'next time.'

Our Refund Policy includes our legal obligations & responsibilities, plus Buyer legal obligations & responsibilities. It is intended to be transparent, easy-to-understand and to provide buyers with confidence. In the unlikely event you wish to Withdraw - or Cancel your Order, please follow the details in this Refund Policy. If you do not understand any elements in this Policy, please contact us before placing an Order [buying from us], and we will do our best to answer your questions.

Our Refund Policy uses the following terms. Please refer to the relevant term for your Order.

Order Withdrawal This term relates to Orders which have not been despatched.

Order Cancellation This term relates to Orders which have been despatched. These Orders will have been despatched, however they may - or may not, have been delivered.

Let us know in writing as-soon-as possible

If you decide to Withdraw – or Cancel your Order [for any reason or no reason], please confirm your decision in writing to us as-soon-as-possible. In addition to your written confirmation we would also appreciate a telephone call, however you are not obliged to telephone us.

Order Withdrawal – before we have despatched your order

If you decide to Withdraw your order please advise in writing (preferably by email) as-soon-as possible.

Unless otherwise confirmed in writing all deposit payments are non-refundable. Therefore if you have paid a deposit it will be forfeited.

Please ensure your email instruction includes the following information:

1. Your full name
2. Your contact telephone number and email address
3. Please send your email instruction to enquiries@ulricofengland.com
4. product code + brief description
5. postal address used for shipping your order/delivery
6. method of payment used [bank transfer/ debit card/ cheque]

If we have received 'cleared funds' on your Order (but it has not been despatched), we will reimburse sums due within 30 days of receiving your written instruction (less deposit if applicable).

If we have agreed to accept payment for your Order over several months (for example a lay-away plan with defined payment sums and time-schedules) and you decide to Withdraw your order before it has been despatched and/or before you have paid the total sum due, the deposit will be forfeited.

Order Cancellation – following order despatch and/or order receipt

If you decide to [1] Cancel your Order after we have despatched it [and you have not received it] or [2] to Cancel your Order following receipt, you are allowed 14 days from the day *after* your order is delivered to request a refund.

Your Order Cancellation must be in writing. It is not necessary to give a reason for your Order Cancellation, however we appreciate any constructive information you may choose to provide.

If you have defaulted on lay-away payments (for example you have made under-payments without prior arrangement and/or you did not pay agreed sums in the time-scales outlined in your Order Acknowledgement) your Cancellation Rights will be jeopardised:

In consideration of the above:

1. we reserve the right to decline your request for a refund.
2. we reserve the right to propose the following options as alternative solutions to a refund:
 - exchanging your Order for other item[s] of the same value
 - accepting your Order for re-sale on consignment

To ensure we attend to your Order Cancellation efficiently please follow the points listed below:

1. Contact *Ulric of England* in writing confirming your intention to Cancel/request for refund.
2. Establish our address for receiving parcels/ returns.
3. Please do not post items to our P.O. Box address.
4. Complete the *Model Withdrawal/Cancellation Form* below
5. Alternatively submit the same data[as listed in the Model Form] as an email.
6. E-mail the completed *Form/data* to enquiries@ulricofengland.com
7. Arrange a convenient time for you to post- (and for *Ulric of England* to receive-) your returned Order or parts there of to the address we have provided to you.
8. Include with your shipment:
 - the product code, and-
 - a copy of the completed *Model Withdrawal/Cancellation Form* and/or information requested in the *Model Withdrawal/Cancellation Form* (sent as an email to enquiries@ulricofengland.com

Timing | Our Obligations & Responsibilities

With the exception of Orders which may have sustained damage in-transit, subject to your Order Cancellation meeting our Terms & Conditions, for example the products you wish to return for a refund have not been altered in anyway, publicly displayed through digital or paper media, lay-away payments have been consistent with the terms in your Order Acknowledgement, we will process your refund within 30 days from receiving your written Withdrawal. We will:

1. Notify you when we receive your return
2. Provide an approximate date for refund payment
3. Confirm 'Payment Made'

Returning your Order to us

It is your responsibility to ensure your Order is packaged carefully and returned using a secure, tracked method. In the event you may wish to consider in-transit insurance please advise before returning your Order. We will be pleased to provide guidance and/or a quotation.

With the exception of incorrect Orders (wrong product) you are responsible for all costs and risks associated with returning your Order. These costs include import duties and taxes.

Any refund for shipping your Order to you will be *exclusive* of 'added value' charges bought about through timed and/or express deliveries, for example the additional cost for using Royal Mail's 'guaranteed next day delivery,' 'bespoke packaging' including wooden boxes and cloth presentation bags.

End

See below for Model Withdrawal/Cancellation Form

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www.ulricofengland.com

Please do not send parcels/returns to the P.O. Box address.
Please contact *Ulric of England* to establish the address for parcels and returns.



Model Order Withdrawal/Cancellation Form

This Model Order Withdrawal/Cancellation form is provided for your convenience. It includes the key information required to process your Refund.

Please confirm the following information:

1. Your full name
2. Postal Address for correspondence
3. Postal Address used for delivering your Order if different from above
4. Daytime contact telephone number
5. Email address
6. Date (approximate) your Order was placed
7. Order Reference (use date of email/your name if no reference number)
8. Order value [include cost of item, shipping, intransit insurance]
9. Method of Payment used to pay for your order

Your Responsibility

If you have taken charge of your order and wish to return it, you are responsible for all *costs and risks* associated with the safe return to our parcel-receiving address.

It is your responsibility to ensure returned goods are packaged appropriately, sent to our receiving address for parcels by prior arrangement, (not the *Ulric of England* P.O. Box address) and shipped by a professional carrier using a secure, traceable method.

Please ensure you keep your postal receipt.

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[File/uoelgals/t&c/2015/todate](#)

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