

NATIONAL
ARMY
MUSEUM

Thank you for shopping with the National Army Museum Online Shop.

Returns

If you are not entirely satisfied with your product we will be happy to exchange or refund it. We are able to offer a refund with 28 working days of the goods being received by you. Returned items must be in their original condition and include all tags and labels. We cannot accept returns of perishable goods (food & drink) or pierced jewellery.

Returns by Post

Fill in the table below, including your details and the order number.

Please return your item(s) in the original packaging, enclose the original order documentation, and this completed Returns Form.

Send the package to the address below clearly marked 'Returns.'

RETURNS – National Army Museum Shop
Royal Hospital Road
Chelsea
London
SW3 4HT

If you are returning an item because it is faulty or because we have made an error, we will refund the postage. Otherwise, you will be responsible for the cost of return postage. Please ensure you obtain Proof of Postage at the Post Office when you return the item(s) to us, as we cannot accept liability for returned goods lost in transit.

Unfortunately, we cannot process refunds from online orders in our museum shop.

Name:	Invoice order number: (found on your order confirmation email from us)
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Product Description	Quantity Returned	Reason Code*	Reason for Return codes:*
			A: Unwanted item
			B: Incorrect item received
			C: Faulty item
			D: Looks different to online image / not as described
			E: Parcel damaged on arrival