



RETURN and REFUND POLICY

All at Rivenell's Arts and Oddities want you to be completely satisfied with your purchase. If for any reason you are not satisfied, we will gladly accept returns for refund or store credit under the following terms and conditions:

- 1. ITEM CONDITION.** Unless an item is being returned because it was damaged or defective upon receipt, item(s) to be returned may be "open box" but must be complete (including any skulls) and all original packaging intact.
- 2. FORM OF PAYMENT.** For returned items, refunds will be issued in the original form of payment or as store credit – please make your preference known when contacting us.
- 3. EXCLUDED ITEMS.** All items, except for the following, are eligible for return:
 - ☐ Final sale (reduced) items
 - ☐ Custom-made products

We reserve the right to refuse any return if the item does not meet the above criteria or at the discretion of store management.

- 4. ONLINE PURCHASES.** For items purchased online, returns are accepted within 7 days of the delivery date. To initiate a return, please contact us at rivenellsartsandoddities.co.uk or email rivenellsartsandoddities@gmail.com to obtain a return authorization. Should a return/refund be required due to an



item becoming damaged in transit, please ensure you send pictures of the damaged item with your request - returns/refunds may not be initiated without proof of damage.

- 5. RETURN SHIPPING.** Return authorization emails for items shipped in error, or items that are being returned because they are defective or damaged, will include a pre-paid shipping label. Return shipping on items that are being returned for other reasons will be paid for by the customer.

Please include your original order number and reason for the return when contacting us. Returns that are shipped without authorization may not be accepted. Please allow up to 7 business days for your refund to be processed once your return is received.

Return policy terms and conditions are subject to change, should any change take place, information will be provided via social media associated with Rivenell's Arts and Oddities, and via the blog found on the website at www.rivenellsartsandoddities.co.uk.

If you have any questions about this return policy, please contact us at:

rivenellsartsandoddities@gmail.com