

Shop@FTM Returns Policy

Product Descriptions and Availability

Every care has been taken to ensure accuracy of description, specifications, colour and price of all products. However, these may change due to circumstances beyond our control. Sizes are given as a guide only. Please be aware that handmade items are subject to variations in size, colour and shape owing to the unique nature of the product.

All items are offered subject to availability. The information displayed is considered as an invitation, not as a confirmed offer for sale. The contract is confirmed upon supply of goods. Prices include tax, if applicable. Postage and packing is an additional charge, for details please see the Postage and Packing page on this web site.

Cancelling an order

You have the right to cancel your order within fourteen days following the receipt of the item(s).

To cancel, you must return the goods to us and take reasonable care of them in the interim. Goods must be returned to us in what we consider to be re-saleable condition. DVD's or CD's that have been opened or unwrapped are exempt from refunds.

You are required to pay for the postage if you wish to return the goods, any charges incurred for returning items (including international taxes and duty) will not be paid by the FTM Shop.

Once we have received your return, your credit card will be refunded for the items, less the original delivery costs incurred at time of order dispatch, provided that the goods in question are returned by you and received by us in the condition they were when sent to you, including original packaging. We strongly recommend that when returning items you obtain a proof of posting (free from the post office) as we cannot accept responsibility for lost items.

This does not affect your statutory rights.

Send the goods along with a copy of the original receipt to:

Fashion and Textile Museum, 83 Bermondsey Street, London, SE1 3XF

Refunds will be usually be processed within 30 days of receipt of the goods.

Please do make sure you have a valid receipt and contact us either by email: info@ftmlondon.org or by phone 0207407 8664

Faulty or Damaged Goods:

If an item or product arrives that is faulty, please contact us immediately and we will help you to resolve any problems.

If the item is damaged in transit, was incorrectly supplied, or develops a fault, we will refund the cost of postage, but in all other cases, the cost of returning the item will be at the customer's expense. We strongly recommend that when returning items you obtain a proof of posting (free from the post office) as we cannot accept responsibility for lost parcels.