
THE HAMPSHIRE ART COLLECTION

Returns & Refunds Policy

Last updated: October 2025

Website: www.hampshireartcollection.com

Business name: The Hampshire Art Collection Limited

1. Introduction

We want you to be completely satisfied with your purchase from The Hampshire Art Collection. This policy explains when and how you can return an item and receive a refund, in line with UK consumer law.

2. Your Right to Cancel

If you buy an item online, you have the right to cancel your order within 14 days of receiving it, under the Consumer Contracts Regulations 2013.

To cancel:

1. Email us at info@hampshireartcollection.com within 14 days of receiving the item.
2. Return the item to us within 14 days of cancellation.

You are responsible for the cost of return postage and ensuring the item is securely packaged.

3. Returns Conditions

To be eligible for a refund:

- The item must be returned in the same condition as received.
- Please use tracked and insured shipping; we cannot be responsible for lost or damaged returns.
- Custom orders or items altered at your request are non-refundable unless faulty.

4. Refunds

Once we receive and inspect the returned item, we will issue a refund within 14 days. Refunds are made to your original payment method. Original delivery costs are not refundable unless the item was damaged or not as described.

5. Damaged or Misdescribed Items

Due to the age and delicate nature of the frames, we cannot accept responsibility for any damage that may occur during transit and we are unable to offer insurance on the frame.

We are also unable to accept liability for any damage to the painting unless insurance has been purchased.

Insurance can be arranged at an additional cost upon request.

For insured items we will arrange for repair, replacement or a full refund as appropriate.

If your painting arrives damaged or not as described:

1. Notify us within 24 hours of delivery.
2. Provide clear photos of the item and packaging.

6. Contact Us

For any return or refund enquiries, please contact:

info@hampshireartcollection.com

8 Beaver Industrial Estate, Midhurst road, Liphook, GU30 7EU