

METAL MUSEUM STORE CANCELLATION, RETURNS, & REFUND POLICY

Policy:

Items in their original condition may be returned in-store or returned via an approved shipping method within 30 days for a full refund or exchange. Items in their original condition returned after 30 days will be eligible for store credit. Store credit can only be used to purchase items in the Museum Store. Items with sealed packaging must be returned with their original packaging intact; jewelry, houseware, kitchenware, and sculpture do not require original packaging or tags. Books, catalogs, and prints should be undamaged, unbent, and free of marks or blemishes.

Eligibility for Refunds and Exchanges:

- Item(s) must be unused and in the same condition as received.
- Item(s) must be in the original packaging.
- To complete a return, a receipt or proof of purchase is required.
- Only **regular priced** items may be refunded. Sale items are not eligible for a refund.
- If the item(s) in question was marked as a gift when purchased, the recipient will receive store credit for the value of the return.

Non-Refundable:

- Any education kits
- Sale or discounted items

Online Orders

Cancellations:

If you wish to cancel an online order, please contact us within 24 hours of ordering. If your order has already been shipped, please follow our return procedure.

Damaged Items:

If online merchandise arrives damaged in any way, please contact us at 901-774-6380 ext. 206 or store@metalmuseum.org within seven business days for instructions. We cannot guarantee a refund for a damaged item if we are contacted more than seven business days after delivery.

Return Shipments:

Return items shipped should be postmarked within 30 days of purchase. Any associated shipping costs are at the customer's expense. The customer is responsible for the condition of the returned items, items damaged in transit to the Metal Museum may not

be eligible for a refund or exchange. All return shipments must provide tracking information, which should be sent to store@metalmuseum.org.

Items can be shipped to:

Metal Museum
Attn: Museum Store
374 Metal Museum Dr.
Memphis, TN 38106.

Late or Missing Refunds:

A refund or exchange will be issued for items returned, excluding shipping charges, upon receipt of the item(s). Processing the refund will take 5-7 business days. If the refund is not received within that time frame, first check your bank account and then contact your credit card company. It may take some time before your refund is officially posted. If all of that has been done and you have not received the refund yet, please contact us at 901-774-6380 ext. 206.