



VAN

Visual Art at the heart of Shropshire, Telford and Wrekin

Visual Art Network – Refunds Policy

Customer policy

VAN in line with the Consumer Rights act 2015 will give a full refund for goods that are faulty, not as described or unfit for purpose, if returned within 30 calendar days from the date of sale.

Faulty goods returned to VAN after 30 - days from date of sale must be referred to the Artist/Maker for repair or refund. No refund will be available directly from VAN.

As a gesture of goodwill, goods returned due to 'change of mind' will only be eligible for a refund, if they are presented within 14 days unused and in the same condition as when purchased.

***Please Note:** Goods returned to VAN for refund, repair or due to change of mind must be accompanied by a receipt or other proof of purchase to qualify for a refund. We cannot issue a refund without the receipt or proof of purchase. If goods are not accompanied by a receipt or proof of purchase, please take the customers details and refer to a Trustee.

Members policy

No refunds are available after 30 days unless through the Artist/Maker. They must contact them direct.

Items returned for a refund in the same calendar month of purchase should be added to the day sheet with REFUND clearly marked and the original receipt number noted. As no monies have been paid to the artist for the original sale the refund cancels out the purchase and no further action is needed.

Items returned for a refund within 30 calendar days of purchase but in a different calendar month should be added to the day sheet with REFUND clearly marked and the original receipt number noted. When the day sheets are processed, if the artist has made sufficient sales to compensate the value of the refund it will be deducted immediately from their sales and the artist informed via the normal sales notification email. If the value of the artist's sales in that month is insufficient to cover the value of the refund, the artist must be contacted and offered the following two options.

Option 1

The artist can repay the outstanding value of the refund to VAN via bank transfer within seven days.

Option 2

Deductions will be made to the artist's sales for the next three calendar months or until the value of the refund is reimbursed. If at the end of the three months there is still an outstanding balance, the artist must be contacted to repay the remaining funds via bank transfer within seven days.

Review date: February 2026

Next review date: February 2027
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