

1. Cancellation Rights: Customers residing in the European Union who purchase goods (excluding pre-booked tickets) from our website have the right to cancel their purchase from the date of purchase up to fourteen (14) days after receipt of the goods (“cooling-off period”). To initiate a cancellation, please email us at info@twistmuseum.com.

2. Refund Entitlement for Cancelled Goods: Should you cancel your purchase within the cooling-off period, you are required to return the goods (if received) to Twist Museum at your own expense within fourteen (14) days of the cancellation. A full refund of all payments, including delivery costs if the entire order is returned, will be provided. Supplementary delivery costs incurred from choosing a delivery method other than our least expensive standard option are excluded from the refund.

3. Refund Processing: Refunds will be processed within fourteen (14) days from either the receipt of the returned goods or the receipt of proof that the goods have been sent back (e.g., proof of postage), whichever occurs first. Refunds will be issued using the same payment method utilised for the initial transaction, without any additional fees.

4. Deductions for Depreciation: Refunds may be adjusted to account for any loss in value of the goods if such loss is attributable to handling beyond what is necessary to establish the nature, characteristics, and functioning of the goods.

5. Return Shipping Recommendations: We advise returning goods via a secure delivery method that includes insurance up to the value of the goods (e.g., Royal Mail special delivery or a reputable courier service). We are not liable for any goods lost in transit.

6. Exclusions from Cancellation and Refund Rights: The rights to cancel and refund do not apply to:

6.1. Pre-booked tickets; or

6.2. Specific items including, but not limited to, CDs, DVDs, or software where the seal has been broken; perishable items; custom-made or personalised products; and goods that have been inseparably mixed with other items post-delivery.

7. Returning Faulty Goods: If you receive faulty goods, please contact us at info@twistmuseum.com. Alternatively, faulty goods can be returned to Twist Museum, 242-248 Oxford Street, W1C 1DH, London. Include your name, address, proof of purchase, and a description of the fault. Upon receipt of the faulty goods, we will reach out to you to discuss the available remedies.