

## **Delivery / Shipping policy**

Prices of the goods and delivery costs are set out in Euro. The Photo Museum Ireland Book Shop reserves the right to change its prices at any time. Irrespective of any change of prices, you will be charged the price which was specified for the goods when you ordered.

If you have any special delivery requirements, or any further questions regarding the delivery information below, please contact us to discuss arrangements and any additional costs prior to placing your order.

Our secure payment gateway accepts Visa and MasterCard.

Items are dispatched within 24 hours of purchase confirmation. Orders will be sent by post and we provide tracking on all items.

Standard delivery times to island of Ireland of items currently in stock: 2-3 working days

Standard delivery times to UK & EU of items currently in stock: 4-5 working days

Standard delivery times outside of UK/EU of items currently in stock: 7-10 working days

The postage and packaging costs are flat rates depending on the destination and weight of the order and will be calculated at the time of checkout.

We may occasionally send your order by two or more deliveries. You will only pay one delivery charge. We will meet any additional delivery charges.

We provide free delivery within a one mile radius of Dublin 2.

Please retain the invoice sent to you via email, as it will be required should you decide to return any product under our returns and refunds policy, set out below.

Please note that when ordering from our site, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods. Customers, and not the Chester Beatty Shop, are responsible for the payment of any applicable customs duties or taxes in their own country.

### **Click & Collect (local collection)**

Same day Click & Collect service is available. Orders will be available for collection at the Photo Museum Ireland Book Shop on the same day of your purchase, usually within 1 hour.

Collection time shall be the same as the Museum opening hours of 11am - 5pm, Tuesday to Saturday.

When collecting your order, please ensure you bring a valid photo ID along with a copy of your order.

Orders not picked up within 30 days of purchase will be refunded. You may contact us at **info@photomuseumireland.ie** to request a refund at any time, or to extend the amount of time you would like us to hold your purchase.