

## The Academy of Urbanism Delivery and Returns Policy

This document has been prepared to give you peace of mind when completing transactions with The Academy of Urbanism. In the event that you have made a transaction with The Academy of Urbanism that requires delivery, please read this document for our agreed Delivery Policy.

### 1. Delivery Terms

The cost of delivery is not included in the stated prices of our products online. Delivery is calculated at the time of postage and done so according to the requirements of the customer and in accordance with weight and size of the goods purchased. The Academy of Urbanism primarily uses Royal Mail as its carrier. The Academy of Urbanism will always check with the customer that the cost and type of postage is acceptable before proceeding.

### 2. Types of delivery we offer

We offer a variety of delivery options based on those provided by Royal Mail. Other carriers can be selected upon request. We will always endeavour to source the best possible price for your postage.

### 3. Where we deliver

We deliver worldwide, however postage will be charged at the prevailing rate according to Royal Mail, based on your required time-frame

### 4. How long your delivery will take to arrive

The Academy of Urbanism will always endeavour to post your goods within three days of the transaction. Because there may be contact between The Academy of Urbanism and the customer with to ensure the type and cost of postage is agreed, this time-frame may be extended on occasion. Once posted, deliver times are dependent on the services of the chosen carrier, in accordance with the delivery option selected.

### 5. How you can track your delivery

The Academy of Urbanism will let customers know by email when orders have been dispatched. Depending on which carrier and delivery option selected by the customer, order tracking numbers are available.

### 6. Refunds, returns and cancellations policy

Under distance selling regulations, you may return items within 14 working days of receipt. They must be in original unused condition as supplied and you must keep a proof of posting. A refund will be issued on receipt of the original goods. Please contact us first if you need to make a return and include your name & address in the package so it can be matched up with your order. Return postage costs will not be refunded.

### 7. Policy amendments

We may update this privacy policy from time-to-time by posting a new version on our website. You should check this page occasionally to ensure you are happy with any changes. We may also notify you of changes to our privacy policy by email.

### 8. Contact us

If you have any questions or comments about the way in which we handle transactions with you please contact us by either of the following means

Email: [info@academyofurbanism.org.uk](mailto:info@academyofurbanism.org.uk)  
Post: The Academy of Urbanism, 70 Cowcross Street, London EC1M 6EJ, UK  
Phone: +44 (0) 20 7251 8777