

Manx National Heritage

Returns, Refunds and Cancellation Policy

March 2026

Executive Summary

Manx National Heritage (MNH) aims to provide high-quality products and excellent customer service. While we hope all customers are delighted with their purchase, this policy sets out the circumstances under which items may be returned, refunded, replaced, or cancelled, in line with statutory consumer rights.

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1. About Manx National Heritage

Manx National Heritage (MNH) is the statutory heritage organisation for the Isle of Man and operates as the Manx Museum and National Trust, a registered Isle of Man charity (No.603). Our charitable purposes include:

“The promotion of the permanent preservation for the benefit of the people of the Isle of Mn of lands and tenement including buildings of beauty or historic interest, the preservation of buildings, features and chattels of national, historic or artistic interest.”

MNH is responsible for the care and promotion of the Island’s cultural and natural heritage, managing over 30 historic sites and attractions. These include Peel Castle, Castle Rushen, the Manx Museum, the House of Manannan, Rushen Abbey, the Great Laxey Wheel, Cregneash, and other locations of historical, archaeological, and environmental significance.

For the purposes of this policy, Manx National Heritage’s daily operations include public engagement through retail activity across nine retail shops during the summer season (April–October) and two retail shops during the winter season (November–March). This also includes year-round online retail sales operated from the Manx Museum.

2. Purpose

The purpose of this policy is to define the principles, responsibilities, and procedures governing the processing and management of customer refunds for MNH. The policy aims to ensure fair and consistent handling of refund requests, protect MNH’s financial interests, and maintain customer trust and satisfaction.

3. Scope

The policy aims to ensure fair and consistent handling of refund requests and maintain customer trust and satisfaction. This policy applies to all Manx National Heritage employees, volunteers, temporary staff, and contractors involved in the management of customer refunds for Manx National Heritage;

- Processing customer refunds and returns
- Handling customer service enquiries related to refunds
- Managing refund transactions and payment systems
- Overseeing compliance with MNH’s refund procedures

The policy applies across all MNH permanent sites, temporary venues, and the MNH online shop: <https://manxnationalheritage.im/shop/>

4. Responsibilities

- Executive Director: Holds overall accountability for compliance with the refund policy, policy adherence, and reporting to the Board.
- Head of Operations: Maintains and implements this policy, oversees the audits and training, policy adherence, and the correct implementation of refund procedures.
- Head of Finance: Maintains and implements this policy, oversees financial controls relating to refunds, monitors trends, and investigates any irregular or suspicious refund activity.
- Retail and Commercial Manager: Maintains and implements this policy, oversees that the correct implementation of refund procedures, authorise refunds where required, and maintain accurate records of all refund transactions.
- Site Managers: Ensure the correct implementation of refund procedures at site level, authorise refunds where required, and maintain accurate records of all refund transactions.
- Retail and Digital Sale Team: Process refunds in line with procedures, ensure accurate recording of returned items and transactions, and handle online refund requests securely and efficiently.
- Staff and Volunteers: Process refunds in line with procedures, ensure accurate recording of returned items and transactions, and handle online refund requests securely and efficiently.

Failure to comply may result in disciplinary action.

5. Refunds

5.1 MNH accepts returns and refunds under the following conditions:

- Full-priced items may be returned within 30 days from the date of receipt.
- Sale items may be returned within 14 days from the date of receipt.

5.2 Returns outside these timeframes will not be accepted unless the item is faulty. This does not affect the customer's statutory rights.

5.3 Refunds are issued at MNH's discretion, subject to:

- Valid proof of purchase;
- Items being unused, in their original packaging; and
- Items being returned in a fully resalable condition.

5.4 MNH reserves the right to refuse a refund or exchange if goods are not returned in a condition suitable for resale.

5.5 Refunds will be processed as soon as reasonably practicable. Card refunds may take 3–5 working days to appear in the customer's account, depending on the card provider.

5.6 For hygiene reasons, earrings are non-returnable.

5.7 Except where items are faulty, MNH cannot accept returns for:

- Opened CDs, DVDs, or other recorded media;
- Perishable goods.

5.8 The following items are non-returnable and non-refundable:

- Annual and holiday passes
- Gift cards
- Event tickets
- Donations
- Exhibition admissions
- Site admission tickets

6. Faulty Products

6.1 Where a product is found to be faulty, MNH will offer a replacement or full refund, provided the item is returned in its original packaging.

6.2 Online purchases must be returned to:

Manx National Heritage
Manx Museum Shop
Kingswood Grove
Douglas
Isle of Man
IM1 3LY

6.3 Faulty items purchased in-store may be returned to any MNH retail outlet with proof of purchase.

6.4 Proof of purchase must be provided, including:

- Original receipt;
- Delivery note; or
- Order confirmation.

6.5 Refunds will be made to the original payment method within 30 days, or sooner once the returned item has been inspected.

7. Online Refunds and Faulty Items

7.1 Where a return is due to an incorrect order placed by the customer or dissatisfaction with the product:

- A partial refund may be issued (purchase price less postage costs).
- Goods must be returned and received to MNH before a refund is processed.
- Customers are strongly advised to obtain proof of postage and insurance. MNH cannot accept responsibility for items lost or damaged in transit.

7.2 Online faulty items must be returned within 7 days of receipt. Customers are advised to obtain proof of postage and insurance.

7.3 Proof of purchase must be provided, including:

- Original receipt;
- Delivery note; or
- Order confirmation.

8. Right of Cancellation (Distance Sales)

8.1 Customers have the right to cancel an order provided they comply with the cancellation procedure.

8.2 Notification of cancellation must be made in writing to: heritageshop.mnh@mnh.im Either before delivery or within 7 days of receipt of the goods.

8.3 Customers must take reasonable care to ensure goods are returned undamaged and in suitable condition.

8.4 A full refund will be issued within 30 days of cancellation. However:

- Customers are responsible for return postage costs.
- If goods are returned at MNH's cost without prior agreement, postage costs will be deducted from the refund.
 - a. The right of cancellation does not apply to sealed audio or visual recordings once opened.

9. Acceptance of Goods

9.1 Customers are expected to inspect goods upon receipt.

9.2 Online goods will be deemed accepted unless MNH is notified of rejection within 7 days of receipt. This does not affect statutory rights.

9.3 If no notification is received within this period, MNH will consider the goods to be:

- As described;
- Of satisfactory quality; and
- Fit for purpose.

9.4 MNH may not accept rejection of goods at a later date where acceptance has been deemed.

10. Return Procedure

10.1 Where goods are rejected due to a defect or order discrepancy that can be demonstrated, the customer is entitled to:

- A full refund; or
- A replacement item.

10.2 Returns must follow the procedures outlined in this policy to ensure timely processing.

11. Legal Rights

11.1 This policy operates in accordance with consumer protection legislation, including:

- EU Distance Selling Directive
- Consumer Protection Act 1991

Customers' statutory rights are not affected by this policy.

12. Refunds & Exchanges 2026 Colleague Guidance

12.1 When selling an item to the customer you must inform them of the returns policy.

'You have 30 days from date on your receipt to return items, providing you have a valid proof of purchase'

'You have 14 days from date on your receipt to return sale items, providing you have a valid proof of purchase'

12.2 Guiding Principals

What do you do if a customer comes into your shop looking for a refund on an item they have purchased from Manx National Heritage?

Understand and remember the details included in the Returns, Refunds and Cancellation Policy.

Engage and listen to customer. The customer expects to have this resolved whilst in your shop by the person in front of them. Do not refer the customer to the Manx Museum.

If the gift was purchased at a different site you can still give a refund or exchange. If you don't stock the item you can look this up on your EPOS system.

Remember to refer to the Prompt Card for help with processing this at the till.

Use your customer service skills to turn a complainer into a supporter.

Customer says	
<i>I would like a refund on this Mug I bought it as a present for my Sister, but she already has one</i>	Check item is in saleable condition with original packaging Check the price the item was sold at on EPOS
	No Receipt: If the customer has no proof of purchase no refund is given.
	Receipt: Check the item is within the 30 days or 14 days for sale items if so Give customer a refund or Exchange for a new item or Give a gift voucher equivalent to the original value If the item is outside the 30 days or 14 days for sale item no refund is given.
	Refund: If you are refunding this needs to be done the same way as the purchase was made i.e. Cash=Cash Refund, Card Payment-refund must be given on the same card that was used for the original purchase.

Customer says	
<i>My Sister bought me this mug but I don't like it...</i>	Check item is in saleable condition with original packaging Check the price the item was sold at on EPOS
	No Receipt: If the customer has no proof of purchase no refund is given.
	Receipt: Check the item is within the 30 days or 14 days for sale items if so Give customer a refund or Exchange for a new item or Give a gift voucher equivalent to the original value If the item is outside the 30 days or 14 days for sale item no refund is given.
	Refund: If you are refunding this needs to be done the same way as the purchase was made i.e. Cash=Cash Refund, Card Payment-refund must be given on the same card that was used for the original purchase. You cannot give them cash or put the money on their card if they don't have a receipt

Customer says	
<i>I bought tickets for the Wreath Workshop but I didn't go, can I get a refund</i>	We do not give refunds for non-attendance at events/exhibitions
	The only exception is if you feel that there is a very big life event that has prevented them to go and it would be insensitive to dismiss this as a reason. In this case give a gift voucher to the value of the ticket. Check if the item is still live on the system – ▪ If the item is live follow below. ▪ If the item is no longer live check with the customer when they purchased the item. ▪ If the item was purchased within 6 months follow below. ▪ If the item was brought 6 months to a 1 year and they have proof of purchase, follow below. If the customer has no proof of purchase use your discretion.

Customer says	
<i>I got this necklace home and it fell apart</i>	No Receipt: If the customer has no proof of purchase no refund is given or ask for a manager that may exchange for a new item or give a gift voucher equivalent to the original value
	Receipt: Give customer a refund Exchange for a new item Give a gift voucher equivalent to the original value
	Refund: If you are refunding this needs to be done the same way as the purchase was made i.e. Cash=Cash Refund, Card Payment-refund must be given on the same card that was used for the original purchase.
	Send the broken item to Charlotte Wright or Suzanne Cregeen at the Warehouse, HOM.

Customer says	
<i>I left my Annual Pass at home</i>	Entry to Manx National Heritage Sites is only permitted on production of a valid card. The visitor will have to pay for entry, and we will not give a refund retrospectively.
	Annual Passes for Isle of Man residents only. They are non-transferable and non-refundable. Free admission with an Annual Pass Card is only permitted on production of a valid card at point of entry. Cards are only valid for the named person and are not transferable. ID may also be requested. Free access is for a full year from the first day of use, date of first use must be added at point of first entry using the card.

Customer says	
<i>I am a National Trust member but I didn't show you my card to get in and you charged me, can I have refund?</i>	Entry to Manx National Heritage Sites is only permitted on production of a valid reciprocal card. It is up to the visitor to know their cards are valid, we don't have any duty of care to remind them or prompt them. We will not give a refund retrospectively.
	Free admission with ANY reciprocal card is only permitted on production of a valid card. This is applicable to each individual attending as a party or group.