

Returns Policy

Our Money-Back Guarantee

Souvenir Plots

The team at Loch Ness Titles Highland wants you to be completely satisfied with your purchase. Should you not be completely satisfied with your order, please return the product to us within 30 days of your order date and we will refund your purchase price. To help us understand our customers we would appreciate that you include a brief explanation of why you are returning your souvenir purchase. Please also include your name and contact details and order number as proof of purchase. Note it is your responsibility to ensure details requested on your certificate are correct at the time of order as we cannot offer an exchange. Please be aware, Loch Ness Titles are a gift for novelty purposes only.

Conditions On Accepting Returns

The product must not be opened and in the original condition sent to you.

We do not refund postage or packing costs.

We highly recommend you use a tracked/signed service for return delivery.

We will only refund the product when it has been received by us.

Goods Damaged in Transit

Accidents happen. Should your product be damaged during transit, do not open and please contact us immediately by email and attach a photograph of the damage. We will post out a replacement on receipt of photograph.

Gift Products

We only refund damaged products which are purchased directly from our website. We hold no responsibility to any damage of goods purchased from our Loch Ness Membership Business Affiliates. If you incur damage, please refer to their returns policy and contact them directly.

Exchanges On Products Purchased Directly From Loch Ness Highland

Returning a product from out-with the United Kingdom may be more than the value of the product. Please email us directly and we will offer a suitable solution.

We do not accept returns on special offers or gift cards.

Retail Packs

Retail packs offering the purchase of souvenir plots are available in various retail outlets. Should you change your mind, you need to return directly to point of purchase along with receipt. Retail packs received without registration cards will not be refunded.

Refunds will be directly deposited to either your bank or credit card account.