



FREQUENTLY ASKED QUESTIONS!

ORDERS & SHIPPING

How soon can I expect my order to arrive?

We aim to dispatch magazines every day, with expected delivery times varying based on your location. Please use the following as a guide:

UK - 2-3 days // **Europe** - 5-10 days // **Asia** - 7-14 days // **Australasia** - 7-14 days // **USA** - 7-14 days // **ROW** - 7-14 days

What to do if your magazine hasn't arrived?

If your magazine still hasn't arrived after the above time-scales please drop us an email to sales@anotherescape.com with your name and order number. As advised by the Royal Mail, we may ask customers from outside the UK to leave up to 21 days before we re-dispatch an order.

Can I have my order tracked?

Unfortunately not. For us to keep postage costs to a minimum we don't offer a tracked service.

Can I order earlier volumes in print?

We only have limited stock of past volumes, please check our online shop to see which are still available.

Will you reprint sold out volumes?

We don't currently have plans to reprint past volumes. Why not follow our newsletter to be the first to know if and when this changes.

Is there a digital version of Another Escape?

We don't currently produce a digital version of Another Escape.

SUBSCRIPTIONS & PRODUCTS

Which volume will my subscription start with and how many will I receive?

We offer a number of different subscriptions options and these may differ from those currently displayed on our online shop depending on when you ordered. Upon completion of your order you will receive a confirmation email that will state the subscription you have purchased. We suggest that you retain this email and refer back to. Please feel free to contact us at sales@anotherescape.com if you require further assistance.

I've changed address. What should I do?

As soon as you have a new address, drop us an email to sales@anotherescape.com with your name, order number, previous address and new address and we will update our delivery system. It is important to inform us of your new address as soon as possible to ensure an un-interrupted subscription service. Please remember that this is the subscriber's responsibility to notify us of any changes to your order and failure to do so may result in additional charges.

How often do you publish Another Escape?

Another Escape is published biannually – twice a year – usually in Spring and Autumn. A huge amount of work and research goes into each volume, which requires the production time of six months. However, if you are eager to get your fill of Another Escape in-between our printed volumes then please check out the stories on our website and sign up to our newsletter to get new content.

Is there anywhere that I can purchase Another Escape in person?

Another Escape has a rapidly growing number of stockists across the globe. We are widely available at a variety of lifestyle stores, coffee shops, magazine specialist stores, art book stores, gallery shops and news-stand outlets. To see our full stockist list please visit our stockist page - www.anotherescape.com/stockists

What happens if Another Escape ceases to publish?

If, for whatever reason, Another Escape ceases to publish and therefore is no longer able to honour your subscription or order, Another Escape will make best endeavours to refund you as promptly as possible. Refunds will be proportionate to the original price paid by the customer, i.e. if the customer bought 4 x volume subscription at £35.00 but had already received 2 volumes, then the outstanding amount to refund would be £17.50 plus postage costs for 2 volumes (these vary depending on location).

REFUND / CANCELLATION POLICY

How do I cancel my order?

To run an efficient service for our customers purchases of in-stock magazines ordered before 1pm we be posted out the same day and orders processed after 1pm will be posted out the following morning. If you contact us before your order has been posted out then we will provide a full refund on your order including shipping costs.

Can I cancel my subscription?

Yes. You may cancel your subscription at anytime and receive a refund on any unspent volumes. Refunds will be proportionate to the original price paid by the customer, i.e. if the customer bought 4 x volume subscription at £35.00 but had already received 2 volumes, then the outstanding amount to refund would be £17.50 plus postage costs for 2 volumes (these vary depending on location).

I'm dissatisfied with the magazine and I'd like a refund

Unless your order is damaged or there is a valid reason, all orders are final. Our website and shop show a good representation of the product, stating the physical attributes as well as the editorial content. We advise that you familiarise yourself with the magazine via our website before purchasing.

GENERAL

Can I contribute to a future volume of Another Escape?

We are happy to accept general submissions, story pitches (for both online and print) and simple ideas or suggestions for upcoming content or collaborations (please take a look at our upcoming themes and specific guidelines). We only feature original and unpublished work (however, we are sometimes open to re-contextualising past projects) and this includes work that has been published both online and in print (excluding your personal online portfolio). Please keep in mind that our print publication is planned far in advance, so the earlier you get in touch the better.

If we feel that your work, story-pitch or suggestion is suited to Another Escape then we'll be sure to get in touch. Even if an opportunity to work together doesn't immediately present itself, we actively keep a log of all submissions that fit our criteria for future reference.

*Unfortunately we are unable to respond to all submissions due to the small size of our team and the amount of emails that we receive daily, but we do read all submission emails that we receive. If your story pitch is successful we will be in touch within a month. If you are submitting a portfolio and are successful we will add you to our running list of future potential contributors. Please check out our extensive submission guidelines [here](#).

Who do I contact for press inquiries or possible features on Another Escape?

Please contact us at hello@anotherscape.com with your request accompanied with any relevant information. I'd like to sponsor and / or advertise in a future volume of Another Escape:

Do you own or work for a company that share our values and you feel that there may be an opportunity to work together?

We'd love to hear from you. As an entirely independent publication we believe in staying true to our values and ethos. If you feel as though your company shares in the spirit of our magazine and you have an idea of how we could work together please email us at collaborate@anotherscape.com

Do you offer work experience and internship placements?

Currently, Another Escape is run by a small team and sadly at this time we do not have the resources to facilitate work experience placements or internships. We hope that this will change in the coming year and we will be sure to update our readers through all of our social media channels and newly launching newsletter.

I couldn't find an answer to my question?

Just drop us an email at hello@anotherscape.com