



Returns Policy

Non-personalised items may only be returned within seven (7) days of receipt, if in a resaleable condition, provided that the cost of return is met by you. If the product is faulty contact us within seven (7) days of receipt and we will arrange collection at our expense.

Personalised items may only be returned if faulty. In this event, we must be notified within seven (7) days of receipt and will organise for it to be collected. The product will be assessed by us to ensure that the product is faulty.

If faulty, all costs will be met by us. If the product is not faulty, all costs must be met by you.

Should the product not be fit for purpose, the cost of the product and the associated delivery charge (if ordered alone) will be reimbursed, or a replacement product supplied, at no extra cost to you.

Additional requests such as timed deliveries, etc. if selected will be charged at the displayed price.

For further assistance regarding your order please email us at solutions@birchprint.co.uk or telephone 0115 9512468.



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