

Please fill out this portion, print, and return with your item

**Order information**

1. Name

2. Address

3. Order Number or Invoice Number

**Problem with order**

1. Reason for return  Item is faulty - Please send a new item  
 Item is not what I ordered - Please send correct item  
 Other

2. Details

**1. General**

We offer no-questions-asked refunds if the goods are returned within 14 days of purchase (UK), or 30 days (rest of world) for both faulty and non-faulty goods.

We do not offer refunds after this period unless pre-agreed in writing.

**2. Return Procedure**

- Fully completed return forms will be processed within 7 days of receipt of the returned item. Items returned without a return form will take significantly longer.
- If we are correcting an incorrect order, we might need to discuss the details with you over the telephone.
- Refunds for orders paid for with a debit/credit card are made to the original card holder.

**3. Posting and Insuring the Goods**



**UK based orders:** We do not refund any postage paid on return of the goods sent from within UK. It is the customers responsibility to ensure the goods are returned safely back to us. If you use a domestic 2nd class return service, we recommend you obtain a certificate of posting to ensure you are compensated for goods lost in the mail back to us. Alternatively, for higher value goods, we recommend you use a premium 'recorded delivery' or courier service.



**Rest of world:** We do not refund any postage paid on return of the goods sent from outside UK. It is the customers responsibility to ensure the goods are returned safely back to us. We recommend you use the appropriate mail services to ensure the goods are delivered back to us in the UK.

**We will not accept responsibility for items lost in the post back to us.**

Return Address - Please return your items to the following address  
**Print Lounge Ltd, Daytona House, Amber Close, Tamworth, Staffordshire, B77 4RP**