**Return Policy**

Ensuring a Seamless Experience for Our Customers

# **Overview**

Our return policy is designed to provide you with a hassle-free shopping experience.in the instance, that our product arrives damaged, or we have sent the wrong product. we’re here to help facilitate the return process.

# **Eligibility for Returns**

To be eligible for a return, the following conditions must be met.

· You must contact us immediately on receiving the faulty goods

· The item must be returned within 14 days if damaged, or a wrong order

· The item must be in its original condition, unused, and with all tags and packaging intact.

· The electronic return form must be completed and returned within the stated time period.

# **Non-Returnable Items**

Certain items are not eligible for return due to their nature. These include).

· Personal cards

· Personal Gifts.

· Customised or personalised products.

# **Process for Returns**

Returning an item is simple and straightforward:

1. Contact our customer service team via email or phone to initiate the return.

2. Complete the return form sent from our customer service team.

3. Pack the item securely, including all original tags and packaging.

4. Send the item using the provided return shipping label or arrange for a courier pickup.

Once the item is received and inspected, a refund or exchange will be processed within 7 business days.

# **Refund Policy**

· Refunds will be issued to the original payment method used at the time of purchase.

· Shipping fees are non-refundable, except in cases where the item was damaged or the wrong item was sent.

# **Exchanges**

We offer exchanges for items of equal or lesser value, subject to availability. If you wish to exchange an item, please follow the return process outlined above and specify the replacement item.

# **Damaged or Defective Items**

If you receive a damaged or defective item, please contact our customer service team immediately. We will arrange for a replacement or issue a full refund, including shipping costs, upon verification.

# **Contact Us**

If you have any questions or need assistance with your return, please reach out to our customer service team:

· Email: info-art-photos-gilbertpjgilbert.co.uk

· Phone: 07883444644

· Hours: Monday to Friday, 9 AM – 5 PM

Thank you for choosing us. We value your trust and are committed to ensuring your satisfaction with every purchase.