

DELIVERY POLICY

– The Print Lab

At **The Print Lab**, we handle all production in-house at our Aylesbury facility to ensure the highest quality and reliable turnaround times.

1. PRODUCTION TIME

Standard orders will be processed for delivery within **5 working days** once payment is received and any digital proofs have been approved.

Please note that **some complex orders may require additional production time**. If your order falls into this category, our customer services team will be in touch to advise you on a revised timeframe.

2. SHIPPING & DELIVERY

- **Service:** All orders are dispatched via a **24-hour delivery service**.
- **Coverage:** We deliver to **UK Mainland only**.
- **Partial Shipments:** On occasion, some orders may be **partially shipped due to stock shortages**. Our customer services team will contact you to make you aware if this affects your order.
- **Collection:** You are also welcome to collect your order directly from our Aylesbury unit.

3. ORDER NOTIFICATIONS & TRACKING

- **Order Completion:** You will receive an email confirmation once your order is complete and ready to be shipped.
- **Courier Updates:** Once dispatched, you will receive a **text and email** directly from the courier company providing your tracking details and delivery window.

4. LATE OR LOST DELIVERIES

The Print Lab cannot be held responsible for late or lost deliveries by the courier company. However, we will work with them to resolve the issue or locate a lost package.

Once a thorough investigation has been carried out and the courier company has confirmed they have lost your order, we will replace the order. Please note that if the courier company has delivered the package and provides **proof of delivery**, we will be unable to replace the order.

5. RETURNS & RETURN ADDRESS

As our products are custom-printed or embroidered to your specific requirements, these items are non-returnable unless they are faulty or an error was made on our part. Please inspect your items upon receipt and report any issues within 48 hours.

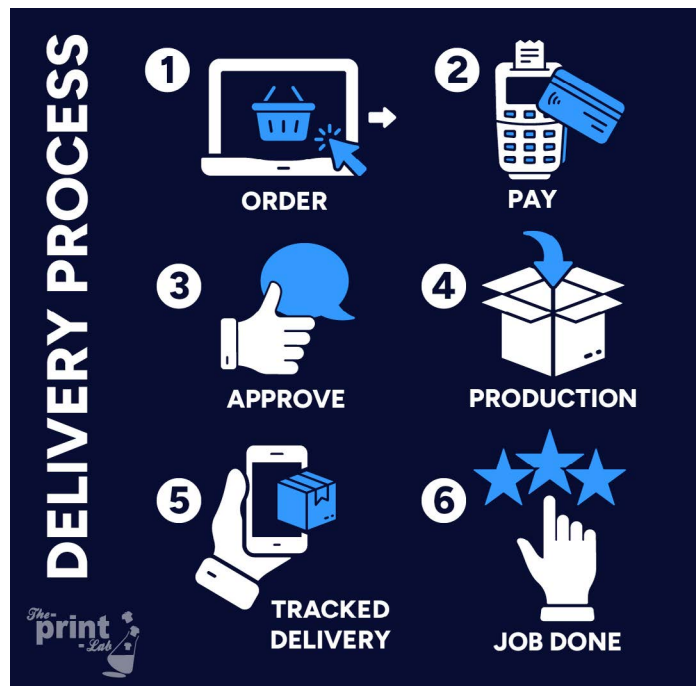
Return Address:

Unit 1 Goodchild Parkway,
Sir Henry Lee Crescent,
Aylesbury,
HP18 0PE

6. CONTACT INFORMATION

For all delivery inquiries or to arrange a collection, please contact us:

- **Email:** customerservices@theprintlab.co.uk
- **Phone:** 01296 488000



DELIVERY POLICY

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At **The Print Lab**, we handle all production in-house at our Aylesbury facility to ensure the highest quality and reliable turnaround times.

1. PRODUCTION TIME

Standard orders will be processed for delivery within **5 - 7 working days** once payment is received and any digital proofs have been approved.

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DELIVERY PROCESS

