

RETURNS POLICY

– The Print Lab

At **The Print Lab**, we take pride in producing high-quality printed and customised products. Please read our returns policy carefully before placing your order.

1. RETURNS TIMEFRAME

You have **7 working days** from the date of delivery or purchase to request a return or exchange.

2. CONDITION OF ITEMS

Any items eligible for return must be:

- Unused
- Unworn
- In their original condition and packaging

3. PERSONALISED ITEMS (EXCEPTIONS & EXCLUSIONS)

Due to the bespoke nature of our products:

- Personalised items cannot be returned or exchanged, including for a different size
- This includes items customised with company logos, names, initials, or any bespoke design

We strongly advise checking all details before confirming your order.

4. EXCHANGES ONLY

We operate an exchanges-only policy. Refunds are not provided unless required under UK consumer law.

5. HOW TO REQUEST A RETURN OR EXCHANGE

To start the process:

- **Email:** customerservices@theprintlab.co.uk
- Or visit us in-store

Please include:

- Your order number
- Details of the issue
- Photos (if applicable)

Important:

Do not return or ship any items back until you have spoken with The Print Lab customer services team.

6. RETURN SHIPPING FEES

- Customers are responsible for return shipping costs unless the item is faulty or we have made an error
- If a return is required due to our error or a garment fault, our customer services team will:
 - Provide return instructions
 - Confirm who will cover postage costs

7. FAULTY OR DAMAGED ITEMS

- All faulty or damaged items will be investigated by our customer services team
- If deemed faulty, the item will be replaced

8. PROCESSING TIME

Once your return or issue has been reviewed:

- We will respond with a resolution within **3 working days**
- Where applicable, refunds will be processed within **14 days of the final decision** made by customer services

9. LEGAL OBLIGATIONS (UK CUSTOMERS)

14-Day Cooling-Off Period (Distance Sales)

Under UK law, customers have the right to cancel and return goods within 14 days of receipt for online or distance purchases.

However, this does not apply to personalised items, including those customised with logos, names, or initials. This applies to blank stock only.

Faulty Goods (28-Day Policy)

- Faulty goods can be reported within 28 days of receipt
- All faults will be assessed by our customer services team to determine eligibility

Refund Timelines

Where a refund is applicable under UK law:

- It will be issued within 14 days of the agreed resolution

10. IMPORTANT NOTES

- We are not responsible for customer errors (e.g. incorrect spelling, sizes, or design approval)
- Colour variations may occur due to screen and printing differences

If you feel there is something wrong with your order, please email customerservices@theprintlab.co.uk

If a mistake has occurred, our team will guide you through the next steps to resolve the issue quickly and efficiently.

Thank you for choosing The Print Lab.