

CANCELLATION/REFUND POLICY

If you wish to cancel a job, please email sales@londonprint.shop immediately. As all our orders are customised jobs and cannot be resold, please note, there will be a cancellation fee if the order has been plated and or printed. If the order has been printed, it will be billed in full. If the job has been plated, a fee of £40 per plate will apply. If you believe you have been invoiced in error, please email sales@londonprint.shop within 7 days of receipt of invoice.

REFUND POLICY

All our orders are customised to your specification and/or personalised by you, therefore you may not cancel your order once you have placed it and no refunds can be offered. In the unlikely event that an item doesn't meet our published specification, a refund may only be given at the sole discretion of the customer service representative.

We reserve the right to rectify defective work by reprinting and shall not be liable to refund.

We will credit your account if we deem a refund should be made

If we offer to replace you must accept such an offer unless you can show clear cause for refusing to do so.

If you do opt to have work re-done by a third party without reference to us you automatically revoke your right to any remedy from us.

All defective work must be returned to us before replacement, if the subject work is not available we will assume that it has been accepted and no replacement will be provided.

Refunds will take 3 to 4 working days to complete once we've agreed to refund. This cannot be completed any faster.

Please note that if Graphic Design service has been requested we can only keep it on files for up to three years from the time it's been approved and signed off by a Customer. We only provide the following file formats: PDF, PNG, JPG, TIFF, EPS. These are print ready files not intended to be further edited.