



## RETURNS POLICY

Refunds may only be given via email notification within 7 days from the date of placing your order, and only if your order has not been sent to print during these 7 days. After this period, all our stationery is non-refundable.

We cannot accept refunds due to customer errors e.g. spelling or grammar mistakes. We strongly advise you to thoroughly check all spelling and grammar numerous times before giving final approval to print.

To be eligible for a return, your item must be unused and in the same condition that you received it (if applicable). It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

### Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

### Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [hello@dimitriajordan.co.uk](mailto:hello@dimitriajordan.co.uk).

### Shipping

To return your product, you should mail your product to: 18b HARLECH ROAD, London, N14 7BX

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.