



**FLYINGGRAPHICS**

[www.flyinggraphics.com](http://www.flyinggraphics.com)

# Returns Policy



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## **Returns Policy**

## **In compliance with the Consumer Contract Regulations 2013**

For all returns, in each case and in the first instance please contact: [tom@flyinggraphics.com](mailto:tom@flyinggraphics.com)

### **1. Return of goods**

1.1 Flyinggraphics will only agree to the return of goods when notified by the Buyer within 14 calendar days from the day after the day of receipt of goods by the Buyer.

1.2 Thereafter the Buyer has an additional 14 calendar days to return the goods.

1.3 All returns should be sent to:

Flyinggraphics Ltd  
10 Faintree Avenue  
Sutton Farm  
Shrewsbury  
Shropshire  
SY2 6HD  
United Kingdom

1.4 The Buyer should include with returned goods copy of proof of purchase, contact details and postal address.

### **2. Return postage and packaging cost**

2.1 The Buyer will be responsible for the cost of return postage and packaging and Flyinggraphics will require that a proof of postage be obtained or a trackable service be used. Flyinggraphics will not be liable for any loss, damage or non-delivery of returned goods.

2.2 In the case of PIXAERO products Flyinggraphics advises the use of the original packaging where possible. The Buyer is responsible for adequately packaging returned goods.

2.3 If Flyinggraphics agrees to a refund, this will only include the original purchase postage costs unless the reason for a return is a result of our error or faulty goods.

2.4 If Flyinggraphics is exchanging a tshirt for the reason of the Buyer selecting the wrong size, original postage costs will not be refunded and the Buyer will be expected to pay for postage of replacement

item/s. Exchange of incorrect sized garments is at the discretion of Flyinggraphics. (see 3.1)

### **3. Reason for return of goods**

3.1 Flyinggraphics, at their discretion, WILL ONLY accept returns if; an item/s are sent in error by us (ie wrong size, colour or design) for an exchange of size, goods are found to be faulty or Buyer has changed their mind.

3.2 Flyinggraphics, at their discretion, WILL NOT accept returns if; the item/s show signs of prolonged natural or excessive wear (in excess of trying on), are marked or damaged in any way by make-up, deodourant, stretching etc., signs of cigarette/pet odours or excessive/incorrect laundering. In the case of PIXAERO products, Flyinggraphics will not be liable for any damaged by any third parties such as picture framers used by the Buyer.

3.3 Flyinggraphics will not refund the Buyer if the reasons of return are not compliant with policies 1.1, 1.2, 1.3, 1.4

### **4. Replacement of goods**

4.1 Flyinggraphics, at their discretion, WILL replace any returned goods on a like for like basis, however if a like for like replacement is not available the option of an alternative design/size/colour or a full refund\* will be offered to the buyer. (\*see 2.3)

4.2 Flyinggraphics WILL dispatch replacement goods within 7 calendar days following the day after notifying the Buyer of receipt of and acceptance of their goods.

4.3 Dispatch of replacement PIXAERO goods will be subject to production times at that point. The Buyer will be notified of expected delivery date.

4.4 Flyinggraphics will use the same postal service as selected by the Buyer at the time of the original purchase, with the same delivery time expectation.

### **5. Refunds**

5.1 Flyinggraphics, at their discretion and subject to all the above policies, will only refund to the original Buyer's purchase account.

For any further information contact:  
[tom@flyinggraphics.com](mailto:tom@flyinggraphics.com)



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