

In accordance with the Consumer Protection Act 2000 No. 2334

Product ordered from our shop can be returned within 28 days of receipt, in unworn and undamaged condition.

Bespoke products like CV, business cards, transcriptions, typing, planners, printed labels

Such orders can only be cancelled when work has not been started on the product when the cancellation arrives. In the case of pre-booked secretarial time/transcriptions a refund cannot be given if the cancellation was made less than 10 days before the commencement date of the time booked. Some payments being subject to contractual obligations cannot be refunded even if the time has not been used.

Customers cannot claim a refund on postage paid unless they have been sent damaged or the wrong goods.

Customers should use the returns form printed on the back of the invoice to return goods and obtain a receipt of posting from the Post Office.

The customer can obtain a refund of the purchase price once the items have been received by us, in case of loss of returned goods the customer has to ask the carrier for reimbursement.

All bespoke products cannot be refunded but will be corrected free of charge, should a mistake be the company's fault. Please see also the [legal statement](#).

Many consumer products available from the shop are accessories worn on the body and cannot be refunded once worn.

Items may be enclosed within a sealed plastic container and this container must be intact when such items are returned.

For office services contract customers please consult your individual contract for conditions.

A customer's refund will be made by the same method as payment has been received.

All refund claims in respect of lost parcels are carried out in accordance with the carrier's (mostly the Royal Mail's) conditions of service and customers have to await the outcome of the carrier investigation and if this satisfies then a refund will be given on a lost parcel. Customers have the opportunity to purchase signed for delivery and consequential loss with their purchased products.