

## Refund Policy

As our service produces bespoke items we are not able to offer refunds for products that you have ordered, once production has commenced. There is only a small amount of time before production commences following an order being placed; therefore we ask that you are sure that you require the product(s) before placing the order.

We may offer a partial refund where production has not been fully completed or where there is an issue with the product(s). This is at the company's discretion and will only be offered where sufficient evidence is received and where no other option is satisfactory, such as rectifying the problem.