

Returns policy

1) Damaged product(s)

If you receive your product and the packaging is damaged please sign for your products when it is delivered indicating that the package is damaged. If the product its self is damaged, please take photographs of the products that are damaged and send them to: enquiries@alchemediaprinting.co.uk. Please state you order number and details of what is damaged within the email. This will enable us to claim damages from the delivering company evidencing that the product has been damaged in transit. If the full order is damaged, then we will reprint and send the full order back to you at no additional cost. If only part of the order is damaged, then we will replace the damaged products and send them to you as soon as possible at no addition costs. You have 14 days from the date you receive your products to make us aware of any damages.

2) Wrong product(s)

In the unlikely event that you are send the wrong product, the wrong size or with the wrong printed artwork on. Let us know as soon as possible by emailing us at: enquiries@alchemediaprinting.co.uk. Please Detail what is wrong with the product, your order number and provide photos of the product, so that we are able to identify what has happened and can responded appropriately and promptly. We will send out your product as soon as it is located or reprint the product at no additional cost and send the product to you as soon as possible

3) Quality Issues

In the unlikely event that you are unhappy with the quality of the product(s) received. Please take photographs of the product(s) and let us know the details of what is wrong and email them along with your order number to: enquiries@alchemediaprinting.co.uk. We will do our utmost to investigate the problem and work with you to rectify the issue.

4) Unwanted items

Unfortunately we are not able to accept returns of unwanted items as each item is bespoke and made to order. Please ensure that your order is required before placing your order and details are correct within the order form before purchasing.