

Carnival Graphics - Returns, Replacement & Refund Policy

Faulty Items

The procedures, set out here to return an item do not affect your statutory rights to reject faulty goods. Further information can be found at www.consumerdirect.gov.uk.

If you do receive a faulty item, please follow one of the procedures outlined in "Returning Goods"

Please note that Carnival Graphics only produce bespoke items as specified by the client and therefore no items can be returned, unless Carnival Graphics or one of its agents is proved to be at fault. It is our general policy to replace faulty goods rather than make a payment refund.

Returning Goods

If you have reason to return your order please first telephone us and we will discuss and assess your claim. If we agree to have the goods returned we will send you pre-paid labels so that you can return them free of charge.

If you wish to return goods you have a duty to keep them in your possession and to take reasonable care of them until you return them.

Goods must be returned unused in their original condition, including immediate packaging, within **7 days** from the date of our initial despatch.

Place the items in their original packaging and make sure the parcel is sealed securely.

Returns & Replacements

Carnival Graphics only produce bespoke items as specified by the client, therefore no items can be returned, unless Carnival Graphics or one of its agents is proved to be at fault

You can return items to us free of charge - the card you used to pay will be refunded within **5 working days**.

Refunds

If you do not have a Carnival Graphics Credit Account or if you have been asked or chosen to pre-pay for your product by credit or debit card please make sure that you know the number of the credit or debit card that you used to place the order.

Please note that once we have assessed the items and your claims, the money will only be put back on to the credit/debit card that was used to place the order.

Credit Account holders will be issued a Credit Note against any Invoice that has been issued.