

## Tootsie Prints Returns Policy

Last Updated: 21/11/2024

At Tootsie Prints, customer satisfaction is our top priority. If you're not completely happy with your purchase, we're here to help. Please read our returns policy carefully to understand your rights and options.

### 1. Standard Items

For non-customized items purchased from Tootsie Prints:

Eligibility for Returns:

Items must be returned within 30 days of receipt.

Items must be unused, in their original condition, and in the original packaging.

Proof of purchase (e.g., receipt or order confirmation) is required.

Return Process:

Contact us at [Info@tootsieprints.co.uk](mailto:Info@tootsieprints.co.uk) to initiate a return.

Once authorized, send the item back to us at

30 Douglas Drive  
Grove  
Wantage  
OX12 0GL

Customers are responsible for return shipping costs unless the item is faulty or incorrect.

Refunds:

Once the returned item is received and inspected, we will issue a refund to your original payment method within 7-10 business days.

Shipping fees are non-refundable unless the return is due to our error.

### 2. Custom or Personalized Items

Because custom items are made specifically to your specifications, these products are non-refundable unless they meet the conditions outlined below.

Returns for Custom Items Will Be Accepted Only If:

The item arrives damaged or defective.

The customization does not match the details you provided at the time of order.

Exclusions:

Errors in the information or design provided by the customer (e.g., spelling mistakes, incorrect dimensions) are not eligible for a return or refund. Please double-check your submission before placing your order.

Process for Custom Item Issues:

Contact us within 7 days of receiving the item if there is an issue.

Provide clear photos and a description of the problem to [Insert Email].

If we confirm a fault on our part, we will either:

Issue a replacement at no extra cost, or

Provide a refund, including shipping costs.

### 3. Damaged or Incorrect Items

If your item arrives damaged, defective, or incorrect (for both standard and custom items):

Notify us within 7 days of receipt.

Provide photos of the item and packaging for verification.

We will cover the return shipping costs and provide a replacement or full refund.

### 4. Exchanges

Standard items may be exchanged within 30 days, subject to availability.

Custom items cannot be exchanged unless they are defective or incorrect.

### 5. Exceptions

We do not accept returns or provide refunds for:

Sale or clearance items unless they are defective.

Items showing signs of use or damage caused by the customer.

## 6. How to Contact Us

For all return and exchange inquiries, please contact:

Email: [Info@tootsieprints.co.uk](mailto:Info@tootsieprints.co.uk)

We aim to respond to all return requests within 2 business days.