



## RETURN POLICY

Great care is taken when packaging your order, but in the unlikely event that you have received a faulty or incorrect product or it has been damaged in transit, an exchange or refund will be provided.

NB: We do NOT offer refunds or exchanges if you simply change your mind, so please ensure that you read the product description carefully before purchasing.

## REFUNDS OR EXCHANGES

- Refund or exchange requests must be made within 7 days of receiving the goods.
- Please email [hello@paperandash](mailto:hello@paperandash) with your order number and along with a detailed description of the item/s and images to show the issue.
- We reserve the right to refuse a refund or exchange on any product that we do not believe to be faulty or damaged.
- We may ask you to return the item before we are able to issue a refund or exchange.
- We reserve the right to not replace or refund goods if the above process is not followed.
- If approved, your refund will be processed to your credit card or original method of payment - minus shipping costs. If you would prefer an exchange instead, we will cover the cost of shipping you the replacement item/s.