



Right To Return

Returning An Unwanted Item

Should you change your mind and wish to return the goods please contact us **before** sending your return so our Goods Inwards team are notified to expect your delivery. You can contact us either by email or by telephone 01753 696977. Unsolicited returns may be rejected. When contacting us we will need your order / invoice number and we will provide you with a PDA Number which must be clearly displayed on your courier label or on the packaging.

Items must be in a condition that they can be resold. You are responsible for returning the items to us in perfect condition at your expense, if you require a collection using our couriers the cost will be deducted from your refund or if collected by our delivery vans there will be a £10 collection charge. Please ensure you pack the items properly as if any item is damaged it will not be accepted for return. All goods returned will be subject to a 20% handling charge of the invoiced price for the items.

Returns will only be accepted within 30 days of delivery of the original order.

Please note that any roll media less than 5 metres, slit rolls, inks or non-standard stock are non-refundable.

This does not affect any rights you may have under the Consumer Protection (Distance Selling) Regulations 2000 ("DSRs").

Damaged Goods

When products leave our warehouse they are in perfect condition but despite our best efforts they can get damaged in transit via our 3rd party couriers. Problems with delivered goods must be reported within 24 hours of receipt including photographic evidence. Damaged packages should always be signed for as 'damaged' at time of delivery, even if it's not clear if the content is also damaged.

Replacement goods will be dispatched next day, if they are in stock. Otherwise, you will be contacted by customer service to seek a resolution.

Damaged goods can only be returned once authorised by All Print Supplies Ltd using a PDA number and this must be clearly printed on the packaging.

Faulty Product

All Print Supplies Ltd prides itself on maintaining and improving it's high level of customer service and product quality. In line with our commitment to continual improvement, where a defect on a material may relate to a quality issue, you should contact us at sales@allprint.co.uk or call us on 01753 696977 to initially log the faulty product.

You will be asked questions to gain information that will help us establish what may have caused the problem. In some cases, we may require a printed and a blank sample for testing purposes or the return of the roll. We regret that we will not be able to return any samples to you.

By providing us with correct and complete information, we can prevent issues from re-occurring and thereby ensure continual improvement of products.

If we require a collection for either the sample or the faulty roll we will arrange collection of the goods through our 3rd party couriers or our delivery vans. The PDA number given to you must be clearly labelled on your return packaging.

A credit will be raised only for material that has been deemed faulty by All Print Supplies Ltd.

Goods can only be returned once authorised by All Print Supplies Ltd.

All refunds will be made to the original payment method used for the order via our system. Credit/Debit Card refunds can take up to 10 working days to show.

February 2025

All Print Supplies Ltd

Head Office: 7b Fairlie Road, Slough, Berkshire SL1 4PY | T 01753 696977

Northern Office: A07, Magna 34 Business Park, Temple Road, Rotherham S60 1FG | T 01709 829800

E sales@allprint.co.uk | **W** allprint.co.uk

Registered Address: 7b Fairlie Road, Slough, Berkshire SL1 4PY. Registered in England No. 3744718