Returns and Refunds Policy

Definitions and legal references

This Website (or this Application)
The property that enables the provision of the Service.

Owner (or We or Us)
Pink Pig Print (D.A.M. Uk Solutions) – The natural person(s) or legal entity that provides this Website and/or the Service to Users.

Product (or Service)
Product (or Service) refers to the items provided by this Website as described on this Website.

Product (Customized or Personalised)
Products refers to the items provided by this Website as described on this Website.
Customized/Personalised refers to any item or product that as been printed on with your requested artwork, Design, Name or any other print that makes the garment personal you you. This will include any business, club, or association logo/design.

Artwork
We cannot refund for a product or item that as been customized or personalized with your artwork/design/name if the files you sent were incorrect and have errors in the design.
(We will always send out proof files for you to check to make sure the design is ok for printing, and will only proceed to production upon confirmation from you)
PLEASE – ALWAYS CHECK ARTWORK BEFORE SUBMISSION.

User (or You)
The natural person or legal entity that uses this Website.

Thanks for purchasing our products (or subscribing to our services) at https://pinkpigprint.com operated by Pink Pig Print (D.A.M. Uk Solutions).

If you are not entirely satisfied with your purchase, we're here to help.

We offer a full money-back guarantee for all purchases made on our website. If you are not satisfied with the product that you have purchased from us, you can get your money back no questions asked.

You may return it with your original sales receipt, gift receipt or original packaging slip. We will happily exchange the item or refund your full purchase price. For some items we offer partial refunds. Please check the refund policy of the individual items while placing order.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging and needs to have the receipt or proof of purchase.

An item not marked as non-returnable on the product detail page is eligible for return within the applicable return window if it fulfills one or more of the following conditions:

- Was in a physically damaged condition at the time of delivery
- Has one or more parts of accessories missing
- Does not match with what was ordered

As per our policy, digital products that are downloadable, licensed, or accessed on a subscription basis can't be returned.

You are eligible for a full refund within 14 days of your purchase. After the 14 day period you will no longer be eligible and won't be able to receive a refund.

We encourage our customers to try the product (or service) in the first 14 days after their purchase to ensure it fits your needs.

To obtain a refund, the customer has to provide their order and online access code information to Customer service.

To be eligible for a refund

- you have to return the product within 14 calendar days of your purchase
- the product must be unopened and in its original condition.
- the product must be unused and undamaged in any way.
- the product must have the receipt or proof of purchase

If the product is damaged in any way, or you have initiated the return after 14 calendar days have passed, you will not be eligible for a refund.

If you would like to request a refund, please feel free to contact us by

- Phone : 01623 706422
- Email : legal@pinkpigprint.com

Sale:

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Personalised or Custom printed Items.

Unfortunately, we CANNOT offer a refund on any product or item that has been cutom printed or as been personalized in any way.
We always emphasize the importance of checking to make sure any custom designs are correct before the commencement of printing, especially the spelling of names.
We will if the base product or the print media is faulty replace the item like for like. or if it is an issue with the processing of the product on our behalf.

Late or missing refunds:

If you haven't received a refund, first check your bank account again or contact the bank.
If you've done all of this and you still have not received your refund yet, please contact us.

Contact our customer services department to get a free shipping label.

- Phone : 01623 706422
- Email : legal@pinkpigprint.com

Shipping:

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non refundable.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

Refund:

After we receive the product, our team of professionals will inspect it and process your refund. The money will be refunded to the original payment method you've used during the purchase. Note that it may take 14 business days for a refund to show up on your account or credit card statement.

If you have any additional questions, feel free to contact us using the contact information below.

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Last Updated : December 28, 2023