



Returns policy for on line sales

As the customer you must contact us at Digimock Limited within 5 working days if your parcel has not been received within the allocated shipping time for your destination. If you do not and the parcel is returned to Digimock Limited, you will be required to pay for a second shipping charge at full cost of which a confirmation of the shipment cost from the shipping company will be provided stating the date your goods were dispatched.

If for any reason at all you simply change your mind and wish to have your order refunded you will be charged a £2 refund transaction fee plus the cost of shipping if we have already sent it out to you which will be confirmed with a valid shipment receipt / fee by the shipping company.

Should you wish to make a claim relating to your product i.e. damaged in transport, incorrect goods sent etc. This must be done within 24 hours of receiving your goods by email to accounts@digimock.com After confirming any claim we shall promptly re-supply the goods or credit your account in full. Any cost for the re-shipping of product shall be the responsibility of Digimock Limited and no additional charges shall be the responsibility of our customers.

Product Returns

Non-defective products can be returned within 14 Days of invoice, in new condition with all original packing material and invoice/receipts for a refund minus the original shipping cost of which a confirmation of the shipment cost from the shipping company will be provided stating the date your goods were dispatched and a £2 restocking fee. The restocking fee and shipping charge will not be applicable in the event an incorrect item was shipped.

All items purchased from Digimock Limited are made pursuant to a shipment contract. This basically means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

Product Exchange

We will gladly exchange our products, providing they return to our office within 14 Days of invoice and are in the same condition which they left. The costs to return the parcel to Digimock Limited will be covered by the customer and the costs for the replacement to be sent out would also need to be covered by the customer.

International Shipping

The customer pays all shipping, insurance and customs fees, and assumes responsibility for any lost shipments to countries that don't allow us to insure shipments within their borders.

Delivery Time

Digimock Limited does not take any responsibility for any other loss for an order undelivered on time may cause.

Bespoke Pouches / Custom printed Pouches

Once you approved digital proof prior to cylinder making process or production then we will not accept return for refund or replacement. Note. Sometimes a Digital proof such as PDF or Cromalin and actual printed pouches may look different because of different materials being used, in such case we don't accept any liability or returns.

If in case any faulty items agreed by Digimock Limited we will replace it for the same, however there is no full refund or partial refund available in bespoke pouches order.

Should you wish to make a claim relating to your product i.e. damaged in transport, incorrect goods sent etc. This must be done within 24 hours of receiving your goods by email to accounts@digimock.com after confirming any

claim. Digimock Limited does not take any responsibility for any other loss on orders undelivered on time while in process the of returning and replacing.

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