

Returns Procedure

Print4UK Limited 2011

If contacted by a customer requesting to return goods and/or services Print4UK has produced because of a defect, we will discuss the defect with the customer immediately and establish a time-scale to identify the defect in order that we may rectify it as necessary.

If there is a defect and we have agreed to rectify it, we will collect the stock at our expense and dispose of it in an environmentally friendly manner. We will either re-do the job or will raise a credit note, depending on the customer's wishes.

In addition, we will work internally to ascertain the cause of the defect, and ensure measures are put in place to prevent any repetition.

We will review this policy on a regular basis.

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