



Refunds and Exchanges Policy

Policy last updated 4th May 2021

My aim is for your experience @pets2sketch to be enjoyable and to your satisfaction. Therefore, if there are any issues at all with your purchase please contact me as soon as possible by email at pets2sketch@gmail.com

I will require proof of any damage or loss so I can follow this up with the courier or merchandising company. If your item arrives misprinted/damaged/defective in anyway then you must contact me within 2 weeks of the product being received.

If you believe your purchase has been lost in transit you must contact me within 4 weeks of the estimated delivery date.

Returning items

Pets2sketch only accept merchandise returns via our merchandiser **but only if a defect is present**. If items are returned without error or damage, you will liable for return costs (Inc delivery and item cost). Pets2sketch does not accept changes or exchanges of any sort e.g. size or colour. The following items cannot be returned or exchanged:

- Custom or personalised orders
- Sealed goods, such as but not limited to face masks, which are not suitable for return due to health or hygiene reasons. You hereby agree that any returned orders with face masks won't be available for reshipping and will be disposed of
- Gift Vouchers

Address Information

If you provide an address or contact phone number that is considered insufficient by the courier or is incorrect, the shipment will be returned to our merchandiser or to me @ pets2sketch. You will be liable for additional reshipment costs once I have confirmed an updated address with you (if and as applicable). So please ensure you carefully check your address and contact details are correct.

Unclaimed items

Items that go unclaimed are returned to our merchandiser or to me @ pets2sketch and you will be liable for the cost of a reshipment to yourself or the total cost if the item remains unclaimed for more than 4 weeks.

Delivery policy

Orders are processed on a first come, first served basis.

There may be delays with delivery due to covid-19. We will always endeavour to ensure free delivery to all our customers; however, this may change in the future if restrictions result in an increase in costs. All orders are sent by tracked mail.

Customers are responsible for any import taxes, customs duties and fees levied by the destination country. If you are unsure whether this applies to you, please contact your local customs office for further information. When customs clearance procedures are required, it can cause delays beyond the original delivery estimates.

My prints, drawings and poems are original and unique, designed by myself and produced and printed to the highest quality. I will be adding new designs regularly as they are completed. Please message me with any questions at all you may have.