



DRAWN TO KEEP

Returns and Refund Policy



RETURNS AND REFUNDS POLICY

Drawn To Keep

EFFECTIVE DATE: 4th September 2023

Our Returns and Refunds Policy forms part of, and must be read in conjunction with, our [\[Website Terms and Conditions\]](#). It is important that you check your order or items upon receipt and always before use. If any errors occur or issues arise, then these need to be reported to us immediately so that we can investigate. Our Returns and Refunds Policy does not affect your statutory rights.

RETURNS WILL BE ACCEPTED FOR THE FOLLOWING REASONS

Damaged or faulty products: We take care to pack your products carefully so that they won't get damaged in transit. If, for whatever reason, they arrive damaged or faulty.

- Incorrect orders or items received.
- Items damaged during shipping.

EXCLUSIONS AND NON-RETURNABLE ITEMS

The following items are non-returnable:

- All sales items or discounted items are final unless an item is proven to be damaged or faulty.
- Personalised or custom-made items.
- Change of mind

TIMEFRAMES FOR INITIATING A RETURN

We ask that you let us know within three days of receiving them in the mail.

We will arrange for the damaged or faulty product to be returned to us and you can let us know whether you would like us to either:

- send a replacement to you; or
- provide you with a refund.

Please see details below on how to organise a return.

HOW TO RETURN PRODUCTS

To return an incorrect, faulty or damaged product, please follow the simple steps below:

1. To let us know the issue and that you would like to arrange a product return. We will advise the best address for you to send the products to. Contact us via hello@drawntokeep
2. Pack and seal the item/s in their original shipping package and post them back to us.



3. We will organise a refund or replacement depending on the option you have selected. Please allow for up to 14 business days to process a refund. Note that replacement delivery timeframes are subject to stock availability.

We recommend that you return the product via Registered post. Drawn To Keep will not be responsible for parcels lost or damaged in transit if you choose not to return by Registered post.

RESTOCKING FEES OR RETURN SHIPPING COSTS

Restocking fees or return shipping costs may apply in certain cases.

Customers will be notified of any applicable fees or costs during the return process.

WILL YOU REFUND MY POSTAGE COSTS TO RETURN AN ITEM?

We are more than happy to refund postage costs to return an item where the return is required due to our error, for example:

- If the item is damaged or faulty; or
- If we sent you the wrong item.

DISPUTE RESOLUTION

Any disputes or disagreements related to returns and refunds will be resolved through negotiation or mediation in accordance with our Website Terms and Conditions. In the event of unresolved disputes, the parties may seek resolution through arbitration or small claims court as applicable.

POLICY UPDATES

We reserve the right to update or modify this Returns and Refund Policy at any time. Customers will be notified of any significant changes, and the revised policy will be effective from the date specified.