

Identity Centre Return and Refund Policy

Thank you for purchasing from Identity Centre Ltd

We value your custom and we want to ensure that you are able to return faulty or unsatisfactory goods as easily and quickly as possible.

First Steps

If you are not entirely satisfied with your products, we're here to help, so please call one of the team and we will do our very best to rectify the issue.

If you still want to return the product/s you have 30 calendar days from the date you received it, in which to do so.

It is vitally important that our customers thoroughly check through the requirements specification as production of bespoke items were based on this.

If your goods do NOT meet the specification that you signed off, we will refund or replace the items in full as quickly as possible.

If the goods are bespoke and meet the specification that you signed off in your requirements form then you will not be able to return them to us.

Refunds

To be eligible for a refund, your item must be unused and in the same condition that you received it.

Your item must be in the original packaging. And you will need to quote your original invoice number.

Once we receive your item, we will inspect it and notify you that we have received it. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will immediately initiate a refund to your credit card (or original method of payment).

You will receive a credit back to your card within the number of days specified by your card issuers policies.

Shipping

You will be responsible for paying to ship the goods back to us.

Shipping costs are non-refundable. So the original cost of shipping will be deducted from your refund. However please note that where the goods are faulty, the shipping costs will be refunded to you in full.

Call us on 01256 89 86 80 or email us at info@identitycentre.co.uk