Returns & Refunds

Here at DCS London we genuinely take pride in our products and customer service. That's why we have won several awards for our high standards of customer service and print quality. We want our customers to be delighted with their experience and while it doesn't happen very often, if there ever is a problem with your order, we will do everything we can to rectify it.

Please always double check the proofs and artwork visuals that you will receive during the order process. Can we please also ask that you always inspect your order upon delivery. If you notice something isn't quite right, please notify us immediately either by contacting your Account Manager or the team on hello@dcslondon.com. As part of our QC procedure and in the interests of solving any problem swiftly, we may request that we collect the goods in question so we can inspect the goods. Therefore, please do not split the goods or use any of the products in question.

Once the order has been collected and quality checked we will either reprint the faulty part of the order or provide a refund.

All refunds will be made within 30 days of proof of faulty goods. If the products are proven to be damaged by the customer no refund will be given.

All bespoke printed stock is non-returnable due to the nature of the print. These are considered personalised goods made to your specifications and cannot be re-sold to anyone else. To return an item please contact hello@dcslondon.com.

Exceptions

If there is a print error deemed to be our fault, we will offer to re-print the products or provide a refund based on the percentage of goods in question. Please note that we will require photos of the items for us to assess before you return them to us and any liability is agreed.

Cancellations

Any Pro-forma orders can be cancelled up until payment is made and the order is placed. Items sourced from overseas, or that have been custom made cannot be returned.

DCS **Digital Creative Services**