

## **Returns Policy**

Many of the items you purchase will be personalised, we therefore cannot accept any returns due to an error when you placed your order. We will however honour your statutory rights as a consumer against faulty or substandard goods. Please contact us immediately if anything we have sent to you is defective in anyway.

If you order any items that are not personalised you may follow the procedure below.

### **How to return or exchange**

Please ensure you contact us first at [keepactive@12in12.uk](mailto:keepactive@12in12.uk) and let us know what is wrong. We will then arrange the next steps depending on your wish. If you do not contact us before returning the item, you run the risk of not receiving your refund or exchange. We do not take responsibility for any lost packages you have sent to us.