**terms and conditions – draft (taken from HVW site)**

**Delivery**

**How much do you charge for delivery?**

Open edition prints are dispatched directly from our printers and prices include FREE WORLDWIDE SHIPPING.

Jigsaws, greeting cards, and calendars are printed and distributed by our fulfilment partners within the UK. These items include FREE UK SHIPPING, but International shipping rates apply to orders shipped outside of the UK. Charges will be shown during the checkout process once the delivery address information has been submitted.

If you are ordering multiple products, some items within the order may be shipped from different printing locations which can mean that multiple shipping costs are incurred.

***PLEASE DOUBLE CHECK SHIPPING COSTS AT CHECKOUT BEFORE PLACING YOUR ORDER.***

**When will I get my order?**

Shipping timescales can vary depending on the products ordered, however we endeavour to have items with you within 2 weeks of ordering depending on your location.

You should be given an estimated delivery time at the point of order.

*Please note, some of our products are released on early pre-sales and, as such, delivery times can be extended as we await stock. Pre-order sales will give estimated delivery timescales within the main product description.*

**Where will my order ship from?**

For Open Edition prints, we work with printers who have fulfilment centres worldwide. Your order will be printed and shipped from the nearest fulfilment centre to your shipping location.

All other items are distributed from the UK.

**Will I be charged customs for my order?**

Additional customs and tax fees can occur on international orders. These fees are not in our control and are assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

Our selling price does not include the local VAT rates or customs charges for your country. Please note, these costs may be passed onto you at the point of delivery and we recommend that you check with your local customs office to check what these charges may be.

**My order should be here by now, but I still don’t have it. What should I do?**

Before getting in touch with us, please help us out by doing the following:

● Check your shipping confirmation email for any mistakes in the delivery address  
● Ask your local post office if they have your package

If the shipping address was correct, and the package wasn’t left at the post office, get in touch with us at [hello@herculevanwolfwinkle.co.uk](mailto:hello@herculevanwolfwinkle.co.uk) with your order number.

Please note, if your order failed to deliver due to an error with your address whilst submitting your order, you may be charged for the cost of re-delivery.

**Orders**

**How do I track my order?**  
If you have any questions about your tracking or shipment, drop us a line at [hello@herculevanwolfwinkle.co.uk](mailto:hello@herculevanwolfwinkle.co.uk)

**I received a wrong/damaged product, what should I do?**  
We’re so sorry if the product you ordered hasn’t arrived as expected.

To help us resolve this for you quickly, please email us at [hello@herculevanwolfwinkle.co.uk](mailto:hello@herculevanwolfwinkle.co.uk) within 14 days of delivery with photos of the damaged product, your order number, and any other details you may have about your order.

We’ll get back to you with a resolution as soon as possible!

**Can I cancel my order?**  
We are unable to cancel an order once it has been processed for shipping. If you should spot an error in your order, please contact us ASAP at [hello@herculevanwolfwinkle.co.uk](mailto:hello@herculevanwolfwinkle.co.uk) and we will see what we can do.

If the order has already been processed for shipping then we will be unable to cancel.

**Returns**

**What is your return policy?**

For all returns enquiries, please email us ASAP and we will happily work with you to try to resolve any issues.

If your item as arrived damaged or the wrong product has been shipped, please contact us at [hello@herculevanwolfwinkle.co.uk](mailto:hello@herculevanwolfwinkle.co.uk) within 14 days of delivery. Please include photos of the damaged product, your order number, and any other details you may have about your order.

For open edition prints that are printed on demand to your personal specification, we are unable to offer returns and exchanges for buyer’s remorse or sizing errors from the buyer. Please therefore ensure that you have carefully reviewed your order prior to completing your payment.

**Do you offer refunds?**

Refunds are only offered to customers that receive the wrong items or damaged items (however we will endeavour to offer replacement products where possible).

If your item as arrived damaged or the wrong product has been shipped, please contact us at [hello@herculevanwolfwinkle.co.uk](mailto:hello@herculevanwolfwinkle.co.uk) within 14 days of delivery. Please include photos of the damaged product, your order number, and any other details you may have about your order.

**Can I exchange an item?**

For all exchange enquiries, please email us ASAP and we will happily work with you to try to resolve any issues.

Please note, that in order for us to exchange an item it must be returned to us in the same condition as received. The cost of return postage is the responsibility of the customer and you may be charged for redelivery of the exchanged items.

Because all open edition prints are printed on demand at the point of order, we are unable to accept exchanges on these items.

**Return Policy**

For open edition prints that are printed on demand to your personal specification, we are unable to offer returns and exchanges for buyer’s remorse or sizing errors from the buyer. Please therefore ensure that you have carefully reviewed your order prior to completing your payment.

Any claims for misprinted/damaged/defective items must be submitted to us within 14 days after the product has been received. For packages lost in transit, all claims must be submitted no later than 14 days after the estimated delivery date. Claims deemed an error on our part will be covered at our expense.

If there is an issue with your order, please contact us first before to returning your item – [hello@herculevanwolfwinkle.co.uk](mailto:hello@herculevanwolfwinkle.co.uk) . For any items that are returned, please retain your proof of posting certificate, as we cannot be held responsible for anything that gets lost or damaged in transit.

Wrong Address – If you have provided an address that is considered insufficient by the courier, the shipment will be returned to us or our suppliers. In this instance, you will be liable for reshipment costs once we have confirmed an updated address with you (if and as applicable).

Unclaimed – Shipments that go unclaimed are returned to our suppliers and you will be liable for the cost of a reshipment.

Notification for EU consumers: According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for:  
1. the supply of goods that are made to the consumer’s specifications or are clearly personalized;  
2. sealed goods which were unsealed after delivery and thus aren’t suitable for return due to health protection or hygiene reasons, therefore we reserve rights to refuse returns at our discretion.  
This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.

*For all returns enquiries, please email us ASAP and we will happily work with you to try to resolve any issues.*

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**Legal Bit**

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WOLFWINKLE LTD is a Private Limited Company registered in ENGLAND  
Company No: 13155149  
Vat Registration Number: 372 8342 83