

Return and Refund policy

Please note, your transaction is between yourself (the purchaser), and the seller of the product (the merchant). ArchiPro does not hold any product, and does not accept product returns. This Returns and Refund policy is between you and the merchant.

Returns

Non Refundable Items

Items that are not returnable include:

- Products that have been purchased while on sale and priced at a reduced retail price
- Bespoke and custom made products
- Products that are indent orders or made to order where the merchant orders in the product specifically for you
- Gift vouchers

The merchant will accept returns for faulty or defective items in line with the Consumer Guarantees Act 1993 as long as the fault or defect is reported within 48 hours of receiving the item. You cannot claim if:

- You used the product in a way that was outside the intended purpose/use.
- You broke or lost the product, accidental or non-accidental damage.
- You modified the product, and this is what caused the issue.
- Normal wear and tear within the reasonable life of the product.
- If the fault falls outside of the standard warranty period of the product.

Requesting a Return

If your item is faulty please notify within 48 hours of receiving the item to arrange the return of the item.

To be eligible for a return, your items must be unused, in their original condition and original packaging.

You can request a return of your product/s by contacting us directly via our contact page. Alternatively, you can request a refund via your ArchiPro Order manager:

1. Log in to your ArchiPro account

2. Head to the 'Orders' tab within your profile.
3. Select the order with the product/s you would like to return.
4. Select the items from your order that you would like to return.
5. Note: Items can only be returned if the order has been confirmed and marked as processed.
6. Click the 'Return Items' button in the bottom right of the 'order summary'.
7. Enter a reason for returning the items, select your quantity of products you wish to return, and add any relevant photos you would like to include.
8. We'll make contact with you and organise a suitable time to collect the product. Costs of shipping and or return may not be covered in some cases.

If it has a minor fault, we may choose to repair the item, replace it or refund your money. If it is a major fault, it's your choice whether you opt for a replacement or refund.

For additional information on consumer rights and the Consumer Guarantees Act [click here](#)

Packaging Your Return

Please do not write on the product packaging as your return request may be rejected and the refund declined.

Ensure the item is wrapped to protect both the product and the packaging and the address is clearly visible.

Returned Items Process

Once we receive your item, we'll notify you that we've received it. Then we'll inspect it and decide whether we will repair it, replace it or refund your money.

We will immediately notify you on the status of your returned item after inspecting it.

If a return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Shipping Costs

If your product is faulty or doesn't match its description, you are entitled to have the cost of return postage refunded to you.

Please be aware, for some products, the original shipping and return shipping costs may not be refundable.

You are responsible for the return shipping cost for change of mind purchases that are accepted for return.

Contact Us

If you have any questions on how to return your item to us, contact us via our [contact page](#).