

RETURN POLICY

(Last updated 19.01.2024)

Thank you for your order. We hope you are happy with your purchase. However if you are not fully satisfied with your order for any reason, you may return it to us for a full refund or an exchange. Please see below more information on our return policy.

RETURNS

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags/labels attached.

RETURN PROCESS

To return an item, please get in touch via website chat/ messenger or simply send us an email to bdwithlovephotoprops@gmail.com to obtain a RMA number. After receiving your RMA number, place the item securely in its original packaging, and post your return to the following address:

BD With Love Photo Props
46 Edale Avenue
Denton
Greater Manchester
M34 7NZ

Please note, unless your item arrived damaged or faulty, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to post your return.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return or exchange. Please allow at least 2-7 days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your bank statement, depending on your bank or payment method. We will notify you by email when your return has been processed.

EXCEPTIONS

The following items cannot be returned or exchanged:

- We cannot accept returns for personalised items, however if there are any issues with your order, please get in touch

For defective or damaged products, please contact us to arrange a refund or exchange.

PLEASE NOTE

- Sale items are FINAL SALE and cannot be returned

QUESTIONS

If you have any questions concerning our return policy, please contact us at:
bdwithlovephotoprops@gmail.com

POSTAGE AND DELIVERIES

All orders up to a certain weight and measurements are sent via Royal Mail services. We offer 1st class postage for smaller items and 24hrs or 48hrs tracked delivery for larger orders.

For urgent orders, please get in touch as we may be able to offer next day guaranteed delivery.

PROCESSING TIMES

Please note the delivery time shown at checkout does not include processing time. Processing time varies for items as many are ready to send (RTS) and are dispatched almost immediately, whereas others are made to order and take 1-10 working days to be made.

BD With Love Photo Props