



# Refunds & Returns Policy

The Evolve Group pledges to produce all orders 100% on time and to the highest quality.

The Evolve Group also recognises the need for flexibility and will do everything it can to accommodate your requirements.

Below are potential refund and return scenarios and how we pledge to address them with you should they occur.

## **An order that is faulty**

In the unlikely event that you receive an order that is faulty in any way we will immediately replace the order.

## **Order not suitable following proof and print**

As we ask our customers to proof everything that we send to print once an order has been authorised by you, you are liable for payment of the order.

## **Order change post proof but pre-print**

If you have a change to an order and it has not gone to print then we can make alterations in line with our design time fees

## **Order change post proof and print**

As we ask our customers to proof everything that we send to print once an order has been authorised by you, you are liable for payment. We can of course re print your order with any changes you require but this will be chargeable

## **Orders paid in advance but cancelled before print**

A refund will be provided minus a 10% administration fee. Any Design fees are still chargeable.

In the event that you want to enquire about a refund or a return please email [info@theevolvegroup.co.uk](mailto:info@theevolvegroup.co.uk)