The Oriel Science Shop: Returns, Exchanges and Refunds Policy

At **The Oriel Science Shop**, every item is printed especially for you once your order is placed. This helps us reduce waste, avoid unnecessary stock, and support the charitable work of **Oriel Science**.

If you have any questions before placing an order, please contact us at shop@orielscience.co.uk. We're always happy to help.

Please Contact Us Before Returning Any Item

Please **do not return any item without contacting us at** shop@orielscience.co.uk **first**.

If a return or exchange has been approved, we will provide you with the appropriate return instructions and return address.

Returns sent without prior authorisation may not be accepted.

Faulty, Damaged or Incorrect Items

If your order arrives:

- damaged in transit;
- with a manufacturing defect;
- incorrect (for example, the wrong product, colour, design or size was supplied); or
- significantly different from the item you ordered,

please contact us **within 21 days of delivery**.

Please include:

- your order number;
- a description of the issue; and
- clear photographs showing the problem.

We ask customers to contact us within 21 days so that we have sufficient time to investigate the issue and, where appropriate, submit a claim to our print partner within their required reporting timeframe.

Where the issue is confirmed, we will arrange a replacement or refund at no additional cost to you, in accordance with the Printify Returns Policy: https://help.printify.com/hc/en-us/articles/4483630299025-How-does-Printify-handle-refunds-and-returns.

In most cases, photographs will be sufficient and you will not be asked to return the item. If a return is required, we will provide instructions and cover the reasonable cost of return postage.

Change of Mind

We understand that sometimes you may change your mind after placing an order.

As all of our products are printed especially for you once an order is placed, what happens next depends on how far your order has progressed.

Order status	What happens?
1. Before production begins	Please contact us as soon as possible. If production has not started, we'll stop your order and issue a full refund.
2. After production has begun (before you receive your order)	Once production has started, we may no longer be able to stop your order because your item is already being made. However, you can still let us know that you wish to exercise your statutory right to cancel your purchase. If production or dispatch cannot be stopped, we'll explain how to return the item once you receive it and process your refund. We'll refund the purchase price together with the cost of our standard outbound delivery service. Return postage costs are your responsibility unless the item is faulty or incorrect.
3. After you receive your order	You have the right to change your mind and return your order within **14 days of delivery**. Please notify us within this period if you wish to return your item. You must then return it within **14 days** of notifying us. You may inspect the garment as you would in a shop, for example by trying it on to check the size and fit. If the item has been worn, washed or otherwise used beyond what is reasonably necessary to inspect it, we may reduce your refund to reflect the resulting loss in value. If the garment can no longer be sold as new, this deduction may be up to the full purchase price. Once we receive and inspect the returned item, we'll process your refund. We'll refund the purchase price together with the cost of our standard outbound delivery service. Return postage costs are your responsibility unless the item is faulty or incorrect.

Please note:

- We recommend obtaining proof of postage when returning an item, as it remains your responsibility until it reaches us.
- If your item is faulty, damaged or incorrect, please refer to the **Faulty, Damaged or Incorrect Items** section of this policy instead.
- This section reflects your rights under UK consumer law. For more information, please see:
    - UK Government – Accepting returns and giving refunds
    - Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

Size Exchanges for garments (UK Orders Only)

We understand that choosing the right size online isn't always easy.

As every garment in The Oriel Science Shop is printed especially for you, we encourage you to check the size guide provided on each product page before placing your order.

As a small charity with limited resources, we're unfortunately unable to offer a voluntary size exchange service at this stage.

If you've ordered the wrong size, you may still be entitled to cancel and return your purchase under your statutory consumer rights, as explained in the **Change of Mind** section of this policy.

If your order arrives damaged, faulty or incorrect, please contact us within **21 days of delivery** with your order number and clear photographs of the issue. Where appropriate, we will work with our print partner to arrange a replacement or refund as per Printify Returns Policy: https://help.printify.com/hc/en-us/articles/4483630299025-How-does-Printify-handle-refunds-and-returns.

Thank you for your understanding and for supporting Oriel Science.

Size Exchanges for garments (Orders Outside the UK)

Our voluntary size exchange service is available **only for orders delivered within the United Kingdom**.

For orders delivered outside the UK, we are unable to offer voluntary size exchanges.

If your order arrives damaged, faulty or incorrect, please contact us within **21 days of delivery** with your order number and clear photographs of the issue. Where appropriate, we will work with our print partner to arrange a replacement or refund as per Printify Returns Policy: https://help.printify.com/hc/en-us/articles/4483630299025-How-does-Printify-handle-refunds-and-returns.

Customers ordering from outside the United Kingdom remain responsible for any customs duties, import taxes or similar charges that may be applied by their country.

Processing of any Refunds

Where a refund has been approved, we will process it using the original payment method used for the purchase wherever possible.

Once processed by us, the time taken for the refund to appear in your account will depend on your bank or payment provider.

Your Consumer Rights

Nothing in this policy limits or excludes your statutory consumer rights.

For more information about your consumer rights, please refer to:

- Printify Returns Policy: https://help.printify.com/hc/en-us/articles/4483630299025-How-does-Printify-handle-refunds-and-returns
- UK Government – Accepting returns and giving refunds: https://www.gov.uk/accepting-returns-and-giving-refunds

Contact Us

If you need help with a return or exchange, please don't hesitate to contact us shop@orielscience.co.uk. We're always happy to help.