

Returns Policy



Non-personalised or unbranded items purchased through BLUC-Graphics.com can be returned within 14 days of receipt, or 14 days after Christmas.

To return an item please contact our customer service team, you will need to include your email order confirmation and the reason for your return in the email.

Refunds are made onto your card, not in cash. PayPal payments are refunded to your payment card or source of payment.

The items must be returned in the original condition and packaging with any security seals intact.

- Repackage the products securely and send to the address in our contact section
- Include the reason for the return, a copy of your email order confirmation and your email address or telephone number.

Request a refund within 14 working days after the item was delivered. Return it to us within 14 days of receipt for a full refund or exchange. Keep any warranty information.

If you are sending something back because it's faulty or incorrect due to our error on our part, we'll refund your postage costs to the card you paid with.

You cannot return an order for:

- Products made to your specification i.e. personalised
- Items that have been worn (if clothing) or used (if mugs, phone cases etc).
- Items that are past our 14-day cut off period

Unless the product is incorrect, faulty or defective, then an exchange is always available if the fault is our fault. Broken or damaged items are **STRICTLY** non-refundable.