



## RETURN AND REFUND POLICY

Thanks for shopping at [www.tapepal.co.uk](http://www.tapepal.co.uk)

If you are not entirely satisfied with your purchase, we're here to help.

### Returns

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To be eligible for a return, your item must be either faulty or unwanted.

You have 14 days to return an item from the date you purchased it.

### Refunds

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Once we receive your item, we will inspect it and notify you that we have received your returned item. We will notify you on the status of your refund after inspecting the item.

If your unwanted return is approved, we will initiate a refund by the original method of payment. You will receive the credit within 7 days, depending on your payment issuer's policies.

### Shipping - Unwanted Goods

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Your unwanted item must be unused and in the same condition that you received it. Your item must be in the original unopened packaging. Your item needs to have the receipt or proof of purchase.

You will be responsible for paying for your own shipping costs for returning your unwanted item. Shipping costs are non-refundable.

### Shipping - Faulty Goods

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If your item is faulty please contact us to make us aware there is an issue with the item before returning. If the item is deemed faulty on its return, you will NOT be responsible for paying the shipping costs for the returned item. Shipping costs WILL be refunded, and the cost of return shipping will NOT be deducted from your refund. A proof of postage must be obtained and available for the return, for if the item does not arrive.

### Contact Us

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If you have any questions on how to return your item, email:  
[info@tapepal.co.uk](mailto:info@tapepal.co.uk)

### Returns address

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TapePal Ltd, 2 St Peters Place, Brandon, Suffolk IP27 0JH