

Refund Policy

For our Returns and Refund policy Please refer to the Terms & Conditions Clause 12 which is copied below.

Most Items that are available on our website are personalised goods and hence naturally excluded. They are also dependent on the quality of the images provided and therefore to a certain extent limited in so far as production is concerned. It falls upon the customer to respond promptly to our communications to resolve any technical issues. We will endeavour to contact you if the image is not of sufficient quality or size for the purpose requested. This may cause a delay in production and hence may not reach you in time in certain cases for which Firsttake is not responsible. A replacement will be provided if the item arrives damaged and we are notified immediately.

Clause 12 from [Terms & Conditions](#)

"You have a right to cancel your order for any item purchased through our website with or without reason, under the distance selling regulations for refund. This does not apply to any digital goods, unsealed software or item personalized or made to your specification. To cancel any item, you can e-mail or write to us within 14 working days of the day following delivery of your order being made, quoting your order number. You must take reasonable care of the item, retain all original packaging and must not use them. Items may be returned to our Customer Care department.

Any costs incurred in returning the item are the responsibility of the customer.

We will refund within 30 days of your cancellation. A full refund will be given for items returned to us within this period; items not returned will have the direct cost of retrieving the item(s) deducted from the refund value."