

# Shipping & delivery

## Item availability

Our print on demand unframed and framed products are delivered within 7-14 days. We also sell limited editions, therefore if you order a few items from us, they may well arrive in separate packages.

## Delivery methods

Most of our orders are shipped using the UK postal service and professional courier companies. We operate full online order tracking with all product deliveries.

## Where we deliver

East End Prints delivers products to a wide variety of countries. However, due to the courier relationships we have in place, we cannot guarantee that all our products can be delivered to all countries. You will be informed if we cannot fulfill your order after you specify your delivery address in the checkout process.

## Our charges

Simply add your item to your basket and the exact calculated delivery charge will be displayed for your country of choice. We have standardized our delivery charges, passing any savings onto our customers directly. Delivery prices exclude any local duties and taxes that may be payable by the customer on delivery.

## P.O. Boxes

Unfortunately, we are unable to deliver to P.O. Boxes.

## Taxes

We are now VAT registered, VAT Reg No: 195 3101 17 , therefore we include VAT to our products.

## Duty

Customers receiving goods outside United Kingdom may be liable for duty charges levied in their own country. If this happens, it's a matter between you and your local customs agency. You are responsible for any duty owed.

## Cancelling an order

You can cancel your order at any time prior to despatch. Simply [send us an email](#), including your order number for quick reference.

# Returns policy

To make returning items as convenient as possible, we have designed our returns procedure to be quick and easy:

## Step 1 - Notification

To initiate the returns process, you need to email [info@eastendprints.co.uk](mailto:info@eastendprints.co.uk) giving us the reason why you wish to return the product.

## Step 2 - Returning the goods

As soon as we receive your email, we will provide you with detailed instructions on how to return your order.

We require items to be returned in good condition, in the full original packaging.

Once we receive your returned order, we will replace or refund as required. Refunds are normally processed within 7 days although please allow up to 28 days.

Please note:

- Unfortunately we cannot refund shipping costs for orders delivered outside the UK, unless the product is faulty or damaged.

## Faulty goods

If you believe there is a fault with your goods you should notify us immediately. Where a genuine defect is found and the fault is rectifiable, reprints will be made and sent at the earliest opportunity. Faulty goods that cannot be rectified will receive a full refund instead.

**Exchanging goods**

We are unable to offer different goods in exchange for the ones you return so if you would like to order something else, please place a new order through the website and this will be treated as a separate transaction.