

## Refund Policy

Thank you for choosing Canvas Memories UK!

Please note that due to the nature of our products, which are custom-made and personalized according to your specifications, we do not offer refunds or exchanges, except in cases where the product is damaged or defective.

### Damages and Defects

If your product arrives damaged or with defects, please contact us within 14 days of receiving your order. Send an email to [office@canvasmemoriesuk.com](mailto:office@canvasmemoriesuk.com) including:

Your order number

Photos of the product and packaging showing the damage or defect

In such cases, we will offer:

A repair or replacement of the product, or

A refund, depending on the situation.

### Custom Products

All our products are made-to-order and personalized. Therefore, we cannot accept returns or exchanges for products that are not damaged or defective.

### Contact Us

If you have any questions or concerns, feel free to reach out to us at [office@canvasmemoriesuk.com](mailto:office@canvasmemoriesuk.com)