

Returns/cancellation policy

In the event that you need to return a photograph, please contact me at 01249 750777 for return authorisation. Request for returns must be made within 10 days of receipt from our shipping carrier. Return authorisations will not be granted or issued after 10 days from receipt of order. Your return must be received within 10 days from the date a return authorisation number is issued.

Orders can not be canceled once it has entered the printing process which is no more than 48 hours after an order is placed.

In the unlikely event any parcel is returned to terry hewlett photography as "undeliverable", a £15.00 handling fee will be assessed plus the cost to reship the parcel back to the confirmed address originally sent by forevervisual when the photograph(s) were purchased. You will receive an invoice for the £15.00 handling fee and reshipping cost which is to be paid via worldpay. I will not ship to any other address than the confirmed address. If you don't reply to my notification or I can't get in touch with you that your parcel was returned as undeliverable or refused within 7 days I will credit your account or issue a refund in the amount of the original transaction minus 15% of the original cost of the purchase. If your purchase was for £350.00 I would credit your credit card account as follows. Order amount - minus 15% (£350.00 - 15% = £297.50). Therefore the refund posted to your account would be £297.50. These guidelines have been set forth because I simply cannot afford to produce a photograph and have it returned with no intention of making the necessary arrangements to take possession of your purchase.

All returns must be authorised and clearly showing the return authorisation # on the outside of the shipping carton. Pack all items to be returned in a sturdy shipping carton such as the original. Ship returned items to the address as it appears on your invoice and insure the parcel for the actual value. I do not accept unauthorised returns, they will be refused and returned to sender. Return shipping and associated costs are the sole responsibility of the purchaser.

Returned photographs must be shipped freight prepaid and insured for the full value of the photograph. Please include a copy of your invoice and a note explaining why you are returning the photograph. All photographs returned must be the exact same condition as when they left terry hewlett photography. Any photograph, mounting, matting, frame or cover glass found not to be in perfect condition will be assessed a 15% fee based upon the total order amount. Shipping charges are non-refundable.

Damaged goods

Your photographs are printed with compassion, mounted and matted with precision and packed with great care to ensure that it arrives to you as it left terry hewlett photography. If damage has occurred in shipping, keep the carton and all of the packing material. Please report the details immediately to the carrier and then contact terry hewlett photography at 01249 750777.

Any damaged photograph due to shipping and handling concerns must be claimed within 2 days after you received the parcel from our carrier.

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