



# Refund Explained

## PURPOSE

IF YOU WOULD LIKE TO NOT CONTINUE WORKING WITH CRAFTED BY AF WITH A SERVICE, A REFUND CAN BE PROVIDED DEPENDANT ON THE CIRCUMSTANCE.

## SERVICES VALID FOR A REFUND

THE FOLLOWING SERVICES ARE ALL VALID IF YOU WANT A REFUND, HOWEVER THE REFUND WILL BE PROVIDED TO THE DISCRETION OF THE INFORMATION LISTED BELOW:

- PLAIN JANE - EBOOK
- PLAIN JANE - PRINT
- PLAIN JANE - EBOOK & PRINT
- ALL OUT - EBOOK
- ALL OUT - PRINT
- ALL OUT - EBOOK & PRINT
- SPECIAL DEAL - ALL OUT JANE - EBOOK & PRINT
- BOOK TEASER PACKAGES
- QUOTEMARK AUTHOR PACKAGE

## HOW IT WORKS

### ELIGIBLE FOR A REFUND

IF YOU CANCEL THE SERVICE BEFORE PAYING THE DEPOSIT THEN NO REFUND IS NECESSARY AND WE RESPECT YOUR DECISION TO NOT WORK WITH US.

IF YOU HAVE PAID THE PARTIAL DEPOSIT ON A SERVICE AND DECIDE TO CANCEL WITHIN 30 DAYS AND NO WORK HAS STARTED ON THE SERVICE, THE DEPOSIT WILL BE REFUNDED IN FULL.



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## ELIGIBLE FOR PARTIAL REFUND

IF YOU HAVE PAID THE DEPOSIT AND IT HAS PASSED 24 HOURS FROM THE POINT THE DEPOSIT WAS PAID, AND WORK HAS BEGUN ON THE SERVICE, THEN YOU WILL BE PROVIDED A PARTIAL REFUND AT ONLY 20% OF WHAT YOU'VE PAID BEING RETURNED.

THE 30% WILL BE KEPT BY CRAFTED BY AF DUE TO TIME BEING SPENT TO START THE SERVICE. THE TIME SPENT ON FULFILLING THE ORDER WILL NEED TO BE ACCOUNTED FOR AND SO THE DEPOSIT WILL ONLY BE PARTIALLY RETAINED BY CRAFTED BY AF.

## QUOTEMARKS REFUND POLICY

IF YOUR ITEM IS NOT RECEIVED WITHIN 30 DAYS FROM THE SHIPPING DATE, PLEASE CONTACT CRAFTED BY AF AND WE CAN MAKE AN ENQUIRY TO SEE WHAT OCCURRED AND OFFER EITHER A REFUND OR A REMAKE OF THE ORDER CAN BE SENT OUT.

REFUNDS CAN ALSO BE PROVIDED PARTIALLY IF THE PRODUCT IS DAMAGED BY THE MAIL CARRIER UPON ARRIVAL, HOWEVER THIS WILL BE ON A NEED TO KNOW BASIS. EMAIL US FOR ANY QUERIES.

ADDITIONALLY PLEASE UNDERSTAND THAT THE COLOUR OF THE BOOKMARK AND DESIGN MAY VARY AND NOT LOOK EXACTLY AS THE IMAGES ADVERTISED. DURING PRINTING THE COLOURS MAY CHANGE. FOR THAT REASON REFUNDS WILL NOT BE PROVIDED UPON THESE CIRCUMSTANCES.

IF YOUR ORDER DOESN'T ARRIVE AND IT'S FOUND THAT THE ERROR WAS YOUR ADDRESS, YOU WILL ONLY BE ELIGIBLE FOR 50% REFUND, DUE TO IT BEING YOUR ERROR AND THE UNLIKELYHOOD OF OUR THE PACKAGE BEING RETURNED BACK TO US FOR RESALE.