

Delivery & Returns Policy

Last updated: 11 September 2026

Davies Print Group Ltd supplies personalised products, promotional merchandise and branded workwear. Because many products are manufactured specifically for an individual customer, the returns rules differ between personalised and non-personalised goods.

Davies Print Group Ltd

Company number: 17246210

Registered office: 26 Sepia Close, Port Talbot, SA12 7NY, United Kingdom

Email: hello@daviesprintgroup.co.uk

Production and dispatch

Production begins once we have received everything required to complete your order, which may include payment, artwork, personalisation information and approval of a proof.

Estimated production or delivery times shown on our website or quotation are estimates unless we explicitly confirm a guaranteed date in writing.

If we become aware of a significant delay, we will contact you as soon as reasonably possible.

Delivery charges

Available delivery methods and charges are shown at checkout or stated on your quotation.

Customers are responsible for providing a complete and accurate delivery address.

If an order is returned because the customer supplied an incorrect or incomplete address, we may charge the reasonable cost of sending it again.

Personalised and custom-made goods

Where a product has been made to your specification or clearly personalised for you, the normal statutory right to cancel because you have changed your mind generally does not apply.

Examples may include products printed with your photograph, name, artwork, company logo or other individual design.

If you want to cancel a personalised order, contact us immediately. If production has not started, we will try to stop the order and may agree to refund it. Once production has started, cancellation may no longer be possible.

This does not affect your statutory rights where an item is faulty, damaged, not as described or has been incorrectly produced by us.

Customer-supplied errors

Please check artwork, names, dates, spelling, numbers, garment sizes and other personalisation carefully.

Where we reproduce the information or approved artwork you supplied correctly, we cannot normally treat an error contained in that supplied material as a manufacturing fault. This does not apply where we have changed, reproduced or manufactured the information incorrectly.

Non-personalised consumer goods

For eligible non-personalised products bought online, consumers normally have 14 days after receiving the goods to tell us they wish to cancel.

After notifying us, the goods must normally be returned within a further 14 days.

Once we receive the returned goods, or evidence that they have been returned where applicable, refunds are normally made within 14 days.

Where the whole eligible order is cancelled, we will also refund the cost of our standard outbound delivery service. Additional amounts paid for premium or expedited delivery do not have to be refunded beyond the standard-delivery amount.

Unless the goods are faulty or we supplied the wrong goods, the customer is normally responsible for the cost of returning a change-of-mind item.

We may make an appropriate deduction if returned goods have been handled beyond what would reasonably be permitted when examining them in a shop.

Faulty, damaged or incorrect orders

If an item is faulty, damaged in transit, not as described or incorrectly produced, email hello@daviesprintgroup.co.uk.

Please include your order number and, where practical, photographs showing the problem.

For transit damage, contacting us promptly helps us raise a claim with the carrier. Any request that you contact us promptly does not remove your statutory rights.

Depending on the circumstances, we may offer a repair, replacement, remake or refund.

Returns address

Please contact us before sending a return so we can confirm the appropriate return instructions. Do not return goods without including enough information for us to identify your order.

Cancellation form for eligible non-personalised consumer orders

You do not have to use this form, but you may do so.

To: Davies Print Group Ltd
Email: hello@daviesprintgroup.co.uk

I hereby give notice that I cancel my contract for the purchase of the following goods:

Order number:

Goods:

Ordered on:

Received on:

Customer name:

Customer address:

Date:

Signature (if submitting on paper):