Sample Returns & Refunds Policy

Illustrative sample fictional content created to demonstrate FileDeck’s AI search and Ask features. Not real policy, advice, or guidance.

Items may be returned within 30 days of delivery for a full refund, provided they are unused and in their original packaging with any tags attached. Proof of purchase is required.

To start a return, request a returns label through your account and post the item back within 14 days of the label being issued. Return postage is free for faulty items; for change-of-mind returns a 3.50 postage fee is deducted from the refund.

Refunds are issued to the original payment method within five working days of the item being received and inspected. Personalised items and perishable goods cannot be returned unless faulty. This does not affect your statutory rights.

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