

RETURNS or CANCELLATION POLICY

At Josdiaries we pride ourselves on supplying premium quality printed products, at great value. However, sometimes matters don't always go to plan, or you simply change your mind. Here are our easy terms for Returns and Cancellations.

Your Right to Cancel or Return Your Purchase

If you change your mind, you can cancel your order within 14 days of receiving your goods. To cancel your order before goods are shipped, you need to email us at sales@josdiaries.com and a refund will be applied to your original payment method. This will be processed immediately, however please allow up to 5 working days for this to appear in your account.

You may still cancel an order that is already in transit (orders are in transit on the day of delivery and up to 24 hours before delivery), however you will be liable for the return charge back to us plus a 20% restocking fee. We will advise you of the return carriage charge and once the goods are received and back into stock, you will be refunded less the carriage charge and restocking fee.

For all orders that have already been delivered, on your request, we can arrange collection, providing the goods are returned in an unopened, unused and undamaged condition. In this instance, you, the customer, will be liable for any collection carrier charge, plus a 20% restocking fee. You will be advised of the return charge, and once the goods are received with us and added back into stock, we will issue a refund minus the charges, to your original payment method. please allow up to 14 days from the date of the return request, to receive your refund.

Damaged/Faulty Goods

If, in the unlikely event, your order or parts of your order, arrives damaged or missing, you must notify us the same day. We request that you sign the delivery note as damaged or missing, otherwise replacement products will be sent out but will become chargeable. Providing they have been signed for as damaged or missing, replacement product(s) will be sent out to you on the earliest delivery date available, at no extra charge. If part of your order is missing, we will investigate with our warehouse and contact you further, before sending out your missing product(s).

Should your order arrive with a manufacturing fault*, we ask that you report this to us as soon as possible and within 14 days of delivery. We request that you provide us with photographic evidence and then we will make the necessary arrangements to have the faulty product collected and the goods replaced without further cost to you.

* Please note, where it is deemed there is no manufacturing fault, all replacement products become chargeable.

We cannot accept claims for faulty or damaged products once they have been used.

Products that Cannot be Returned

We cannot accept returns for any items that have been personalised.

Failed Deliveries

If we are unable to deliver your goods due to no one at delivery address, goods are refused or the order is cancelled whilst in transit, then you will be liable for any additional carriage charges incurred for re-delivery. Where the goods are to be returned to us, an additional 20% restocking fee will be added on the carriage charge.