

## Paper Tales

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At Paper Tales, we value our customers and aim to provide a high-quality service. If you are unhappy with any aspect of your experience, we take complaints seriously and will do our best to resolve them fairly and promptly.

### How to Make a Complaint

If you have a complaint, please contact us using the details below and include as much information as possible so we can investigate efficiently.

#### Please include:

- Your name
- Order number (if applicable)
- A clear description of the issue
- Any relevant supporting information (such as photos or dates)

#### Contact details:

**Email:** [Papertalesshop@outlook.com](mailto:Papertalesshop@outlook.com)

### What Happens Next

#### 1. Acknowledgement

We will acknowledge your complaint within **3 business days** of receiving it.

#### 2. Investigation

We will review the details of your complaint and may contact you if further information is required.

#### 3. Response

We aim to provide a full response within **10 business days**. If the matter is more complex and requires additional time, we will keep you informed.

### Our Commitment

We aim to:

- Treat all complaints fairly and respectfully
- Investigate issues thoroughly
- Resolve complaints as quickly as possible
- Use feedback to improve our products and services

### If You Are Not Satisfied

If you are not satisfied with our response, please reply to our email explaining why, and we will review the matter again.

Where applicable, you may also have the right to seek independent advice or use an alternative dispute resolution service, depending on your location.

**Contact Us**

If you have any questions about this Complaints Procedure, please contact:

**Paper Tales**

**Email:** [Papertalesshop@outlook.com](mailto:Papertalesshop@outlook.com)