

## Returns & Refund Policy

### Paper Tales

**Last updated:** 03/01/2026

At Paper Tales, we want you to be happy with your purchase. If something isn't right, we're here to help.

### Returns

You have **14 days** from the date you receive your order to request a return.

To be eligible for a return:

- Items must be **unused, in their original condition**, and in the original packaging
- Proof of purchase (order confirmation or receipt) is required

Certain items cannot be returned, including:

- Custom or personalised items
- Digital downloads
- Gift cards

### How to Request a Return

To start a return, please contact us at:

**Email:** Papertalesshop@outlook.com

Once your return is approved, we will provide instructions on how and where to send your item.

### Return Shipping

- Customers are responsible for return shipping costs unless the item is faulty or incorrect
- Shipping costs are non-refundable

### Refunds

Once we receive and inspect your return, we will notify you of the approval or rejection of your refund.

If approved:

- Refunds will be processed to your original payment method
- Please allow **5–10 business days** for the refund to appear, depending on your payment provider

### Faulty or Incorrect Items

If you receive an item that is damaged or incorrect, please contact us within **48 hours of delivery**, including photos where possible, and we will resolve the issue promptly.

### Contact Us

If you have any questions about returns or refunds, please contact:

### Paper Tales

**Email:** Papertalesshop@outlook.com