



Returns Policy Dimensions Ireland

Dimensions Ireland

Email: contact@dimensions.ie

Address: Unit 3B, First Floor, Plato Business Park, Damastown, D15 CV0D, Dublin 15, Ireland

Last updated on June 3, 2022

At **Dimensions Ireland**, we strive to ensure the highest quality of our products, which are produced and fulfilled through **Printful**. Therefore, our returns policy follows the guidelines set by **Printful**. Please review the following policy carefully as it outlines the conditions under which returns, exchanges, and claims can be processed.

1. Claims for Misprinted, Damaged, or Defective Items

If you receive a product that is misprinted, damaged, or defective, you must submit a claim within **30 days** of receiving the product. For any items lost in transit, claims must be submitted no later than **30 days after the estimated delivery date**. Claims deemed to be **errors on our part** will be covered at our expense.

To submit a claim, please contact us at contact@dimensions.ie and include details of the issue along with any relevant images.

2. Return Address

By default, the return address for any product returns is set to the **Printful facility**. Once the returned shipment is received, you will receive an automated email notification. Please note that **unclaimed returns** will be donated to charity after **30 days**.

If you choose not to use **Printful's facility** as the return address, you will be responsible for any returned shipments, including handling and reshipping costs.

3. Incorrect or Insufficient Address

If an incorrect or insufficient address is provided, the shipment will be returned to the **Printful facility**. You will be responsible for the reshipment costs once the correct address is confirmed with us. Please ensure that all shipping details are accurate when placing your order to avoid such issues.

4. Unclaimed Shipments

If a shipment goes **unclaimed**, it will be returned to **Printful's facility**, and you will be liable for the reshipment costs to yourself or your customer. Unclaimed items will be donated to charity if no action is taken within **30 days**.

5. Sealed Goods and Face Masks

Please note that **sealed goods**, such as face masks, are not eligible for returns or reshipping due to **health and hygiene reasons**. Any face masks that are returned will be disposed of, and no refunds or reshipments will be provided for these items.

Dimensions Ireland

Email: contact@dimensions.ie

Address: Unit 3B, First Floor, Plato Business Park, Damastown, D15 CV0D, Dublin 15, Ireland



6. Buyer's Remorse and Size Exchanges

Except for customers residing in **Brazil**, **Dimensions Ireland** does not offer refunds or returns for **buyer's remorse**. If you choose to offer size exchanges or returns for any products, this will be at your discretion and expense. To process a size exchange, you would need to place a new order for the item in the desired size at your own cost.

For **Brazilian customers**, the right to return an item due to regret must be exercised within **7 days of receiving the product**, and the item must be in an unused, undamaged condition to qualify for a refund.

7. EU Consumers - Right of Withdrawal

In accordance with **Article 16(c) and (e) of the Directive 2011/83/EU**, consumers in the EU should be aware that the right of withdrawal does not apply to:

1. Goods that are made to the consumer's specifications or are clearly personalized.
2. Sealed goods that have been unsealed after delivery and are not suitable for return for **health or hygiene reasons**.

As a result, **Dimensions Ireland**, in line with **Printful's policy**, reserves the right to refuse returns at its sole discretion in these cases.

8. Policy Updates

This returns policy is based on the current guidelines provided by **Printful**, and we reserve the right to make changes to this policy at any time without prior notice. It is advised that you review this policy periodically for any updates.

For more information on our return process, or if you have any issues with your order, please contact us at contact@dimensions.ie.

Phelipe Profiro
CEO Dimensions Ireland

www.dimensions.ie