

Refunds & Returns Policy

1. Introduction

At Memento Books Pty (LTD), we are committed to ensuring customer satisfaction. This policy outlines the circumstances under which refunds, returns, and exchanges are granted. By purchasing our services, you agree to the terms outlined below.

2. Scope of Refunds and Returns

- **Full Refunds:** Eligible in the following situations:
 - If an order is cancelled before the pickup of artworks is scheduled.
 - If artworks are irrevocably damaged or lost in transit to us.
- In these cases, the full amount will be refunded.
- **Partial Refunds:** If a customer wishes to cancel their order during the production process but before printing, a partial refund may be granted. The amount refunded will account for incurred costs, including delivery and labour. No refunds are available once the order has been sent for printing.
- **Customer Satisfaction:** If a customer is dissatisfied with the end-product, they are encouraged to contact us. Memento Books will investigate, and if the issue is determined to be within our control (such as print quality issues), we may offer a discount on a future purchase or free access to all digitised artworks.

3. Eligibility and Timeframe

- **Non-Refundable Services:** Digitisation-only services and completed book orders are not eligible for refunds.
- **Damage and Errors:** Claims related to damaged or incorrect orders must be reported within 7 days of delivery, with photographic evidence. Books with minor discrepancies that were visible in the approved digital proof are not eligible for refunds or returns.

4. Conditions for Refunds and Returns

- **Proof of Damage:** For damage-related claims, photographic evidence is required to process refunds or exchanges. For incorrect orders, the customer must return the product to Memento Books using a prepaid return label provided by us.

5. Return Process

To request a refund or return, please contact us via email at hello@mementobooks.co.za, including order details and any relevant proof. We will provide instructions and a prepaid return label if applicable.

6. Exclusions and Limitations

- Refunds are not available for the digitisation-only service option or approved book orders with minor details identical to the digital proof.
- Refunds are not available for cases where customers are dissatisfied due to misunderstandings about the product type, such as expecting a hardcover book when our website states that we produce softcover books.

7. Processing Time and Method

- Refunds are processed within two business days. Refunds will be issued directly to the original payment method or provided as a gift card upon request.

8. Contact Information for Refund & Return Inquiries

For inquiries about refunds or returns, contact us at hello@mementobooks.co.za, or via our contact form, accessible on our website.

Last Updated: 12/10/2024