

## **Refund Policy**

Faulty or damaged items

If the damage or fault is limited to the DVD or CD case or label, please visit the "Contact Us" page and email us with details of the problem and we will send replacements out to you. If the damage affects the disc itself, please send the items to the address below.

Should you receive any items that you did not order, or that prove to be faulty, you can return them to the following address:

The DVD Studio  
18 Stratford Road  
Lytham St Annes  
Lancashire  
FY8 3TF

Please enclose a note quoting your full name and address, details of what you are returning, the nature of the fault, and specifying whether you require a replacement item to be sent out, or a refund.

All goods that are returned to us are the responsibility of the customer and you may wish to send goods by Registered or Recorded delivery. Please note we are not liable for any goods that do not reach us.

Provided that any recovery under this condition is subject to a patent failure of the subject matter at the return thereof to the company with all copies supplied or taken.