

GET Postal Refund and Cancellation Policy

REFUNDS

The sale of GET Postal direct mail products ordered through the www.balls2mail.co.uk website are final, non-exchangeable, non-refundable transactions.

Upon purchase, the address data is allocated and your order is sent directly to print, ready for automated mailing to the selected postal addresses. The product is then the property of the purchaser. Once you confirm your order by completing the transaction you do not have the right to receive a refund.

CANCELLATIONS

The sale of each GET Postal direct mail product is a final, non-exchangeable, non-refundable transaction.

Upon purchase, the address data is allocated and your order is sent directly to print, ready for automated postage. The product is then the property of the purchaser. Once you confirm your order by completing the transaction you do not have the right to cancel an order for any report or product.

INCORRECT PURCHASE

We cannot be held liable if you have purchased the wrong product or data selection. If you require assistance in purchasing the correct item please contact us and we will help you. Any replacement purchase will carry a charge.

NON RECEIPT OF PRODUCT/POST NOT DELIVERED TO RECIPIENT

It is our customer's responsibility to enter the correct information on the artwork, select the correct postal address data and check that the products selected for purchase are correct.

All outgoing direct mail products ordered from Balls2 Marketing Ltd GET Postal website www.balls2mail.co.uk are logged on our system. However we are unable to check if a direct mail item has been received or read and therefore no refunds can be given for products once posted. If the direct mail items have not been delivered this is the responsibility of either Royal Mail or the mail delivery provider used. Balls2 Marketing Ltd do not take any responsibility for the delivery on direct mailers cannot be held liable if the items are not delivered and a refund will not be given in these circumstances. We will upon request, supply you with the details of the mail delivery provider and proof the direct mail items were sent.

PRODUCTS NOT AS DESCRIBED

A proof of the chosen direct mail item can be viewed online at www.balls2mail.co.uk and a copy can be printed prior to confirming your purchase. This information (in conjunction with the purchase summary provided in the website purchases basket) gives the customer the opportunity to make a well-informed decision about any product that they may wish to purchase. If you are not sure about the suitability or quality standard of any product please contact us prior to making your purchase.

If you believe you have been supplied a product which is not in accordance with the description we have provided please notify us within 5 working days of the scheduled date of the direct mailing at support@balls2marketing.com or call us on 01332 559406.

INCORRECT OR INCOMPLETE PRODUCT

We make all reasonable efforts to ensure that the direct mail products created within the www.balls2mail.co.uk website provide good quality printed items ready for mailing and the data is accurate. However, the data is provided by third parties. If you believe that any of our products are inaccurate or incomplete and if, upon investigation, your belief is upheld by us we will correct the situation and supply a replacement free of charge. If we are unable to correct the situation or there are on-going issues we may issue a refund.

If you believe you have received an incomplete or inaccurate product please notify us within 5 working days of the scheduled date of the direct mailing at support@balls2marketing.com or call us on 01332 559406.

WHY AREN'T I ENTITLED TO A REFUND OR TO CANCEL?

On receipt of your request or offer for a product along with simultaneous payment for the same product we will have been deemed to have accepted your offer and upon us fulfilling your order you will be deemed to have agreed:

To have given your agreement for us to provide the service (printing and posting of direct mail items in to the addresses selected by you).

That we have provided you with the required visual and written information for you to make an informed decision in advance of our starting the provision of the service.

That you were made aware (or had the opportunity to be made aware by reading the Refund policy access to which is provided on our website www.balls2marketing.co.uk/get) that your cancellation rights had ended as soon as we started to carry out the contract.

That you have received the full benefit of the product.

HOW TO CLAIM A REFUND

If you believe that you are entitled to an exchange or refund under the terms set out above please notify Balls2 Marketing Ltd within 5 working days of the scheduled date of the direct mailing at support@balls2marketing.com or call us on 01332 559406.

You can contact us on 01332 559406 or email us at support@balls2marketing.com

- See more at: [ADD WEBSITE LINK TO THIS POLICY PAGE](#)