

RETURNS AND REFUNDS POLICY

Effective Date: October 8, 2025 | Last Updated: March 2026

1. Our Returns Policy

Due to the nature of our products, which include original artwork, limited edition prints, and zines, we do not accept returns once items have been dispatched and shipped. All sales are final once your order has left our premises.

2. Why We Don't Accept Returns

Our products are:

- Original artwork: one-of-a-kind pieces that cannot be replaced
- Limited prints: produced in small quantities, often numbered and signed
- Zines: independent publications produced in limited runs
- Physical art products: created specifically for sale and not mass-produced

3. Cancellations Before Dispatch

3.1 Order Cancellations

You may cancel your order before it has been dispatched by contacting us immediately at contact@sickboy.co.uk. If your order has not yet been shipped, we will cancel the order and process a full refund within 5 to 10 business days.

3.2 After Dispatch

Once your order has been dispatched and a tracking number has been issued, the order cannot be cancelled. Our no returns policy will apply.

4. Damaged or Defective Items

4.1 Reporting Damage

If your item arrives damaged, defective, or is not as described, please contact us within 7 days of delivery at contact@sickboy.co.uk. You must provide your order number, clear photographs showing the damage or defect, and a description of the issue.

4.2 Assessment

We will review your claim and photographic evidence. If we determine that the item was damaged in transit or is defective, we may offer a replacement item (if available), a partial or full refund, or store credit. The remedy provided is at our sole discretion.

4.3 Packaging Damage

Minor damage to outer packaging does not constitute grounds for return if the product inside is undamaged.

5. Incorrect or Missing Items

If we send you the wrong item, please contact us within 7 days of delivery at contact@sickboy.co.uk. We will arrange collection of the incorrect item at our expense and send the correct item. If items are missing from your order, contact us within 7 days and we will investigate and either send the missing items or provide a refund.

6. Refund Process

Approved refunds will be issued to the original payment method used for the purchase and typically take 5 to 10 business days to appear in your account. Original shipping costs are non-refundable unless the return is due to our error or a defective item. Return shipping costs are non-refundable unless we agree to cover them.

7. Your Consumer Rights

7.1 UK Consumer Rights

If you are a consumer in the United Kingdom, you have certain rights under the Consumer Rights Act 2015:

- Right to reject faulty goods: if goods are faulty, not as described, or not fit for purpose, you may be entitled to a repair, replacement, or refund
- 30-day right to reject: for faulty goods, you have 30 days from delivery to reject the item for a full refund
- 6-month presumption period: if a fault develops within 6 months, it is presumed to have been there since delivery

IMPORTANT: These consumer rights apply to faulty, defective, or mis-described goods. They do not give you the right to return goods simply because you have changed your mind.

7.2 Distance Selling Regulations

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, consumers normally have a 14-day cooling-off period to return goods purchased online. This right does NOT apply to goods that are personalised or made to specification, sealed goods that have been unsealed, or goods that deteriorate rapidly. As our products include original artwork, limited prints, and sealed goods, the 14-day cooling-off period does not apply to most of our products.

8. Disputes and Complaints

If you are unhappy with any aspect of your purchase, please contact us first at contact@sickboy.co.uk. If we cannot resolve your complaint, UK consumers may contact Citizens Advice Consumer Service on 0808 223 1133 or use the UK Online Dispute Resolution platform. Nothing in this policy removes or limits your statutory rights as a consumer.

9. Contact Us

Email: contact@sickboy.co.uk | Address: Sickboy, Bristol, BS3, United Kingdom