

**Payments:**

All methods of payments must be cleared before delivery.

Privacy Policy Disclaimer:

PRISM will not store financial details (credit or debit card numbers).

Delivery:

Delivery will be made approximately within 14-28 days after payment is received (unless otherwise specified, so please enquire).

Please add to your total the delivery charge of:

UK - £8(next day)

Europe - £15

Outside Europe - £15

(These charges include VAT and import taxes where applicable outside UK, and are subject to change depending on the size of the order.)

For all deliveries within the EU -VAT is included. For deliveries outside EU - VAT/duty will need to be paid on receipt of goods.

Gift-wrapping:

All items come in a deluxe PRISM box. But for specially gift-wrapped items please send an email enquiry to info@prismlondon.com. A special note can be sent with the wrapping if required.

Refunds & Exchanges:

Can be accepted 10 days after delivery, provided the items are in perfect condition, unworn & undamaged. After the 10 days, a credit note will be offered within 3 days of receiving the goods, in exchange for your items. Please note items not 'cared-for' in the correct method will not be refunded or exchanged. Please send items back 'Special Delivery' or by any other recorded method, with a receipt obtained from the Post office, as we will not be held responsible for any items lost during transit. Postage costs will not be refunded on refunded or exchanged items.

In An Unlikely Event of a Fault:

Faulty items will be refunded, exchanged, or replaced as soon as possible. Items not 'cared-for' in the correct method will not be considered a fault. Please send items back 'Special Delivery' or by any other recorded method, with a receipt obtained from the Post office, as we will not be held responsible for any items lost during transit. Postage costs will be fully refunded on Faulty items.

Customer Service Contact Information:

Please email or write to the following address with any questions of problems

info@prismlondon.com

213b Chevening Rd,

London NW6 6DT

UK

Tel: +44 208 968 9877