

# REUBEN & CHAR

## RETURNS POLICY

The wallpaper is custom made to fit your wall and cannot be returned.

We sell all products with a one year guarantee. The product guarantee covers only the initial error, i.e., errors contained in the product upon delivery. Faulty or damaged products upon arrival are returned and exchanged free of charge.

We will not replace any additional costs that may arise due to a product is damaged, faulty or defective, such as extra work, materials or the like. It is up to the customer to check the product before installing it. We do not reimburse for faulty installations. If any dispute arises, the public complaints committee recommendations will be followed.

Any products or services with apparent defects caused by Reuben and Char will be replaced or refunded. Products or services that become unavailable within the 30 days from payment will be arranged for a later delivery date or refunded according to our refund policy.

This does not affect your statutory rights.

For returns or complaints, please contact customer service at  
[hello@reubenandchar.com](mailto:hello@reubenandchar.com)  
or telephone +353 (0) 21 434 7542  
Mon - Fri 9am-5pm