

Date: 1 September 2023

Return Policy

At Friendly Giant Gaming, we strive to bring you high-quality 3D printed products and exceptional painting commissions. Customer satisfaction is our top priority and we want you to be completely satisfied with your purchase. However, we understand that there may be situations where you need to return or exchange an item. This Return Policy sets out the guidelines and procedures for returning products or commissions.

1. Eligibility for repair, return and exchange

1.1. Friendly Giant Gaming products are made entirely to your specifications. They are therefore not eligible for return or exchange unless one of the following situations applies:

- 3D printed products: You are eligible to repair, return or exchange 3D printed products if the item is damaged, defective or significantly different from what you ordered.
- Painting Commissions: Due to the bespoke nature of painting commissions, repair, return or exchange options will only be accepted in case of defects or errors caused by Friendly Giant Gaming.
- Non-specific products: Products not made to your specifications are eligible for return.

1.2. Digital products: Downloadable files, STL files and other digital products cannot be returned or exchanged.

2. Time frame for returns and exchanges

2.1. 3D printed products: You must initiate the return or exchange process within 14 days from the date of delivery of the product.

2.2. Painting commissions: For painting commissions, you must report any problems or errors within 7 days of receiving the completed commission.

3. Process for repairs, returns and exchanges

3.1. To initiate a return or exchange options, please contact our customer service team at jelle@friendlygiantgaming.com. Please provide the order number, a detailed description of the problem and, if possible, photographic evidence.

3.2. Return approval and instructions: Once we receive your request, we will review it and notify you of the approval or rejection of your return or exchange. If approved, we will give you detailed instructions on how to return the item or make a collection appointment, depending on the nature of the return.

3.3. Packaging: Please ensure that the returned item is in its original packaging or in safe, suitable packaging to prevent damage during transport.

3.4. Refund, repair or exchange: Upon receipt and inspection of the returned item, we will process the refund, repair or exchange depending on your preference and the availability of the replacement item.

4. Shipping costs

4.1. Return shipping costs: If the return is due to an error on our part (e.g. defective item, wrong product), we will cover the return shipping costs. In other cases, the customer is responsible for return shipping costs.

4.2. Errors in commission painting: If there is an error in the commission painting caused by Friendly Giant Gaming, we will cover the return shipping costs for correction.

5. Refunds

5.1. 3D printed products: Refunds for returned items will be issued on the original payment method within a reasonable period after inspection of the item.

5.2. Painting commissions: Refunds for painting commissions will be issued on the original payment method after verification of the error.

6. Changes to the return policy

6.1. Friendly Giant Gaming reserves the right to amend or update this return policy at any time and without notice. Any changes will take effect immediately once the revised policy is posted on our website.

6.2. If you have any questions or need further assistance regarding our return policy, please contact us at jelle@friendlygiantgaming.com.