

DHL Returns Portal - Policy

If you are looking to return your item(s) we are here to help, we offer free returns via our **Returns Portal** or alternatively you can return your item(s) via your own means using a courier of your choice. You can use this page to learn about Blueprint Operations return policy.

Once Blueprint Operations receive your item(s), they will be processed according to the reason for return.

All returnable items must be like for like against our shipment, any items returned that are not our product or do not match our original shipment will be rejected and the invoice will become payable.

1. Machines under existing warranty - upon return of advance replacement parts within the stated period the invoice will be credited in full.
2. Machines out of warranty - upon return of advance replacement parts within the stated period the original invoice will be credited in full, and a service charge will be issued.
3. Any items returned outside of the agreed period will be escalated to our Finance team and any unresolved cases will be recharged at the standard sales price, payable immediately.
4. Any purchase/consumable item(s) returned must include paperwork to state unused and must be in the original product packaging with all original stickers in order to be credited in full.

Please note the following exceptions to our return and refund policy:

1. Unused returned item(s) must be returned in the original product packaging with all original stickers.
2. Unused returned item(s) must have no visible signs of wear or use.
3. Advance Replacement items must be un-damaged and able for repair.

To initiate a return, please complete the following steps:

1. Go to our **Returns Portal**.
2. Complete the requested information.
3. Create your return label/QR code.
4. Pack your return – *for more information on how to pack your return and what to include in the parcel, please see our FAQs.*
5. If you wish to print your returns label, attach this to your parcel, if using the QR code on drop off, we will label the parcel for you.
6. Drop your item off your chosen Drop Off location.

Additional Information:

Once your item(s) have been received and accepted, any relevant credits and repair charges will be processed in a timely manner.

For any item(s) not under warranty the item(s) will be classified into levels depending on technical complexity of the product repair and costing. Each group has 3 repair level categories assigned, which are shown in the table below.

1. Level 1 – Standard repair
 - a. Product is complete but not working and requires simple repair and/or cleaning, firmware update.
2. Level 2 – Major Repair
 - a. Product shows visible signs of damage and/or requires replacement of main components and significant time to repair.
3. Level 3 – Beyond Economical Repair

- a. Product is classified as not economically feasible to repair and therefore processed as scrappage.

For any other item(s) returned by your own means which are lost or damaged shall become payable and any claims should be made via your chosen courier.

For any queries regarding your return please contact our Customer Service Department on 01636 677425 and select option 2 or alternatively email csd@bpops.co.uk.

Customer Statutory Rights

The returns process provided under this Returns Policy is provided in addition to customers' statutory rights and this Returns Policy does not diminish these rights in any way, it simply provides customers with an additional returns option.

A customer has a statutory right to a refund in certain circumstances, for example, you may have a right to a refund if a product is not of satisfactory quality or fit for purpose, or if you are a consumer, you may have a right to simply change your mind and cancel your order in certain circumstances.

Exactly which rights apply to your situation will depend on the circumstances of your purchase, for example, whether you purchased as a consumer or a business, and whether you purchased digital content or other items. For more information of your rights in related to your purchase please see the T&Cs that cover your purchase, you will have been provided with these during the purchase process or you can contact us at Blueprint Operations to request a copy of the relevant T&C's that apply to your purchase and request further information about your rights.