

REFUNDS & RETURNS

What is our return policy?

giantpics is committed to 100% customer satisfaction . If for any reason you are not fully satisfied with your purchase, you may return the item within 14 days of receipt for a free replacement or full refund of the price minus shipping charges.

Customer supplied digital files:

We have a 100% Guarantee on production and materials only. We do not alter client's digital files, unless requested by the client. Thus the quality of the image depends solely on the quality of the file provided and is not covered under our guarantee.

How to return your item

1. In person / courier; address to; giant pics
Units 17 & 18, 61-71 Beauchamp Road
Matrville NSW 2036.
 2. By Mail - Send your item to; giant pics
PO Box 43
Matrville NSW 2036
Australia
2. Please ensure that your details listed below are included with the item.

Your first name _____

Your last name _____

Your email address _____

Your delivery address _____

Place of purchase _____

Invoice or receipt number _____

Date of purchase _____

IMPORTANT

- The return must be received by giant pics within (14) fourteen days from the purchase date.
- Replacement product will only be shipped after the faulty item has been received by giant pics
- If you feel that your return falls outside of our policy, then you will need to contact us on 02 9666 3555 or email sales@giantpics.com.au, to confirm if your return can be accepted.