

## TERMS & CONDITIONS

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### Ordering

Payment can be made online through Paypal or Stripe and all transactions are processed on Paypal or Stripe secure servers. At no time during this process does GB Publishing Org have access to your card details.

An email order confirmation will be sent to you by our store and a payment confirmation by Stripe or Paypal. Should you not receive either of these please contact us and we will investigate the circumstances.

Returns – see our Returns Policy section

### Complaints

Please contact us by email or via the contact form if you have a complaint, with giving us details along with your order ID or as much information as possible to help us identify your order. We will reply within 2 working days and endeavour to resolve the issue within 10 working days.

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