

Cancellation of Orders and Returned Goods

Non-Personalised Items

We endeavour to provide excellent products with unmatched quality. If you are dissatisfied with any products that have not been personalised, you can return them for a refund within 14 working days, from the day after delivery.

Please email us at shop@gaudio.co.uk prior to shipping to notify us of your return and include your original order number in the email. Returned items can be posted to our return address below. Customers are responsible for the cost of return postage. Non-faulty items must be returned in their original packaging and without damage.

If you have received a faulty non-personalised item, please let us know and a member of the team will be happy to assist with a refund or replacement.

Please ensure items are packed as to avoid damage in transit. We would recommend acquiring proof of postage, as we cannot be responsible for items lost or damaged in transit.

Personalised Items

Please be aware: Manufacture begins once the order is placed. Items are personalised by user input, and Gaudio is not responsible for any incorrect details, spelling, spacing, punctuation, or capitalisation, nor the engraving output of low-quality images, graphics, or logos. Our recommended artwork guidelines are available [here](#).

If the items are faulty, incorrect (not including user error), or damaged in delivery, Gaudio will cover the cost of return. Please notify us of your return before posting, as we may arrange alternative collection.

Gaudio will not be liable to you for any loss of profits, administrative inconvenience, disappointment, indirect or consequential loss or damage arising out of any problem in relation to the goods and we shall have no liability to pay any money to you by way of compensation other than any refund we make under these conditions.

Faulty Personalised Items

In the unlikely event that your personalised items arrive faulty or damaged, please let us know as soon as possible by calling 01242 232 383, or emailing shop@gaudio.co.uk. Our customer service team are on hand 8am-4pm Monday to Thursday and 8am-1pm Friday, and happy to help with a refund or replacement.

Non-Faulty Personalised Items

The right to return or cancel goods does not apply to any items that are customised specifically for you as part of your order.

Gaudio are not responsible for loss or damage in onward shipping from your original delivery address or return shipping.

Gaudio Proofing Service

Items that are ordered via our Gaudio Proofing Service are subject to our bespoke returns policy, available [here](#).

For items ordered with the Gaudio Proofing Service, proofs will be sent separately and must be checked and confirmed in writing before purchasing. Please check proofs carefully to ensure spelling, spacing, punctuation, capitalisation, images, and graphics are correct. Once proofs are approved via email, production will begin, and these details cannot be changed. Costs and delays may incur if you require changes after proofs have been approved.

Returns Address

Gaudio Awards
Unit H
The Courtyard
Tewkesbury Business Park
Tewkesbury
Gloucestershire
GL20 8GD