

# RETURNS & REFUNDS POLICY

Last updated: November 2025

Company: CinePath Ltd (Company No. 16817624)

Contact: [returns@cinepath.co.uk](mailto:returns@cinepath.co.uk)

Domain: [cinepath.co.uk](http://cinepath.co.uk) and related subdomains

## 1. Overview

This Returns & Refunds Policy ("Policy") outlines the conditions under which CinePath Ltd ("CinePath," "we," "our," "us") accepts returns and processes refunds.

By placing an order through any CinePath platform — including Cine3D, Cine3D Pro, ConveyorPro, or CineDRAW — you agree to the terms of this Policy.

## 2. Return Eligibility

Returns are accepted only for defective or damaged physical goods.

- Custom 3D printed parts may be eligible for return only if they are proven to be defective due to material failure or production error.
- Digital products, design services, software licences, and engineering time are non-refundable once work has commenced or files have been delivered.

No returns will be accepted for:

- Customer design errors or incorrect specifications.
- Prints or products damaged after delivery due to misuse or mishandling.

## 3. Return Request Period

Customers must submit a return request within 14 days of receiving their order.

Requests made after this period may not be accepted.

## 4. Inspection and Approval Process

All returned items are inspected upon arrival at CinePath Ltd headquarters.

Refund or replacement approval will be determined after a full assessment of the returned item's condition and cause of defect.

If no manufacturing or material fault is found, the return may be rejected and the item shipped back at the customer's expense.

## 5. Return Shipping Costs

- Customers are responsible for return shipping costs on non-defective items purchased from the store.
- For approved defective items, CinePath Ltd may, at its discretion, cover or reimburse reasonable return shipping costs.

Returned items must be packaged securely and shipped using a tracked courier service. CinePath is not responsible for items lost or damaged during return transit.

## 6. Refund Method

Approved refunds will be processed using the same payment method as the original transaction — either Airwallex for small orders or bank transfer for large orders.

Refunds will be issued within 10 business days of approval.

## **7. Non-Refundable Items**

The following are non-refundable under all circumstances:

- Digital work, design services, or engineering time.
- Software access, licences, or subscriptions (including CineDRAW).
- Files or digital deliverables once downloaded or accessed.

## **8. How to Request a Return**

To initiate a return, contact:

Email: [returns@cinepath.co.uk](mailto:returns@cinepath.co.uk)

Include your order reference, description of the issue, photographs if applicable, and proof of purchase.

## **9. Governing Law**

This Policy is governed by the laws of England and Wales, and any disputes shall be resolved exclusively in the courts of England and Wales.