

Outstanding orders and Gift Cards

FAQs

I recently placed an online order; will my order be fulfilled?

The Purchaser will honour any open orders placed before 28 January 2021.

I have a Paperchase gift card; can I still use it?

The Purchaser has agreed to honour all existing gift cards.

I have a refund in progress with the Company; will I get my money back?

Yes the Purchaser will continue to process any refunds in progress at the time of the transaction.

**For any other queries, please refer to the Paperchase website:
https://www.paperchase.com/en_gb/**

If your query can not be resolved from the above, please email uk_paperchase_customers@pwc.com