

## **Return Policy**

Any claims for misprinted/damaged/defective items must be submitted within 4 weeks after the product has been received. For packages lost in transit, all claims must be submitted no later than 4 weeks after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

If you or your customers notice an issue on the products or anything else on the order.

The return address is set by default to the Printful facility. When we receive a returned shipment, an automated email notification will be sent to you. Unclaimed returns get donated to charity after 4 weeks. If Printful's facility isn't used as the return address, you would become liable for any returned shipments you receive.

**Wrong Address** - If you or your end customer provide an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address with you.

**Unclaimed** - Shipments that go unclaimed are returned to our facility and you will be liable for the cost of a reshipment to yourself or your end customer.

**Returned by Customer** - It is best to advise your end customers to contact you before returning any products. We do not refund orders for buyer's remorse, and size exchanges are to be offered at your expense and discretion. A new order, at your expense, would need to be placed for an updated size if you choose to accept or offer size exchanges to your end customers.

**Notification for EU consumers:** According to Article 16(c) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for the supply of goods made to the consumer's specifications or clearly personalized, therefore Printful reserves rights to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.