**Refunds on Personalized Products**

Unfortunately, due to personalization being custom designed for each order we are unable to offer refunds once the piece has entered production. We can, and will, however, replace a piece if it is found to have had a fault during the manufacturing process or has been received damaged from shipment.

We will not refund or exchange pieces where details are entered incorrectly ie typos. Please make sure you are careful and check the details you enter when ordering.

Refunds will not be given to purchases lost or damaged in shipment. Due to the product being outside of our control we will only replace lost or damaged pieces. Upon notification of product being lost we will immediately issue a replacement piece to be sent to you.

PLEASE NOTE: PERSONALIZED items are made to order so please allow 1-4 weeks for production and a further 2-3 days for shipping (domestic). In some cases, we require up to 6 weeks for production if the design purchased is one of the first.

**Returns**

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can’t offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

We do not accept returns on print on demand pieces unless there is a defect in the product. Given that these are made to order we cannot resell them hence we cannot return due to change of mind or any other circumstance

**Additional non-returnable items:**

Gift cards

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

**Refunds (if applicable)**

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

**Late or missing refunds (if applicable)**

If you haven’t received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you’ve done all of this and you still have not received your refund yet, please contact us at **[INSERT YOUR EMAIL]**

**Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

**Exchanges (if applicable)**

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at **[INSERT YOUR EMAIL]** and send your item to:

**Gifts**

If the item was marked as a gift when purchased and shipped directly to you, you’ll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn’t marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

**Shipping**

To return your product, you should mail your product to: **[Insert Business Name]**

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over $75, you should consider using a trackable shipping service or purchasing shipping insurance. We don’t guarantee that we will receive your returned item.