

RETURNS AND REPLACEMENT POLICY (NON-PAPER PRODUCTS)

APPARELS/CLOTHING

In case of a damaged product

Any apparel item is eligible for free replacement in case a damaged/wrong product is delivered. The customer has to raise a complaint with PrintStop's customer support team within 7 days from the day of delivery.

For any other query, you can call us at 9920905050 or drop an email at support@printstop.co.in

The customer also has to share a picture of the outer packaging and the damaged product. PrintStop will get the parcel picked up and replace it without any additional cost to the customer.

Parcel should be sent to:

Attn : Returns Desk
Printstop India Pvt. Ltd.
Bhumi World 1st Floor , Building No B6, Gala No 9,
Near Kalyan Naka, NH3, Pimplas,
Taluka Bhiwandi, Thane : 421302
Contact number : 7045848448
Order id :XXXXXX

In case of size change

In case of size change, the customer needs to send the product to the address given below or Printstop can arrange a courier pick up and the same will be charged to the customer as per the product weight.

Attn : Returns Desk
Printstop India Pvt. Ltd.
Bhumi World 1st Floor , Building No B6, Gala No 9,
Near Kalyan Naka, NH3, Pimplas,
Taluka Bhiwandi, Thane : 421302
Contact number : 7045848448
Order id :XXXXXX

Please keep the item in its original condition—MRP tags attached and original accessories intact in manufacturer packaging for a successful return/pick up/replacement. In case PrintStop cannot replace the product, a refund will be issued.

GADGETS

Any gadget or a tech item is eligible for free replacement in case a damaged/wrong product is delivered. The customer has to raise a complaint with PrintStop's customer support team within 7 days from the day of delivery.

The customer also has to share a picture of the outer packaging and the damaged product.

Please keep the item in its original condition—MRP tags attached and original accessories, warranty cards, user manual intact in manufacturer packaging for a successful return/pick up/replacement.

For selected products, we may schedule a technician visit to your location. Based on the technician's evaluation report, we will provide a resolution.

For information regarding the functionality of the products or technical queries, we request you to get in touch with the brand directly on the brand's customer service contact details (the details are provided on the product packing box).

In case PrintStop cannot replace the product, a refund will be issued.

If the product malfunctions after 7 days of delivery, you will need to get in touch with the respective brand to claim the guarantee/warranty. If you are unable to get the contact details of the brand, you can reach out to our customer support team and they will share the contact details of the brand's helpline/service centre.

For the brand's given below, PrintStop will be your point of contact to claim a warranty/guarantee

- Urban Gear
- Fuzo

OTHER MARKETING PRODUCTS

The marketing collaterals are eligible for free replacement if any specifications in the quality of artworks are not met. The customer has to raise a complaint with PrintStop's customer support team within 7 days from the day of delivery.

Our trained customer care specialists will work with you to find a solution that you'll be happy with, whether it means reprinting your order at no additional cost or crediting your account so you can place a new order.

MUGS/SIPPERS/BOTTLES

Mugs/Sippers/Bottles are eligible for free replacement in case a damaged/wrong product is delivered. The customer has to raise a complaint with PrintStop's customer support team within 7 days from the day of delivery.

The customer also has to share a picture of the outer packaging and the damaged product. PrintStop will make the necessary arrangements to get the product replaced at no extra cost.

In case of issues with the artwork, the customer has to share the picture of the product and PrintStop would make the necessary arrangements to get the product replaced at no extra cost.

Please keep the item in its original condition—MRP tags attached and original accessories, warranty cards, user manual intact in manufacturer packaging for a successful return/pick up/replacement.

In case PrintStop cannot replace the product, a refund will be issued.

BAGS

Bags are not eligible for replacement unless there is a manufacturing defect or error in the artwork printed.

In case there are issues with artwork, the customer has to share the picture of the product and PrintStop would make the necessary arrangements to get the product replaced at no extra cost.

Please keep the item in its original condition—MRP tags attached and original accessories, warranty cards, user manual intact in manufacturer packaging for a successful return/pick up/replacement.

In case PrintStop cannot replace the product, a refund will be issued.