

## Returns, Refund, Reprint and Cancellation Policy (Paper products)

### Can I get a reprint/replacement?

We at PrintStop strive to provide the best possible online shopping experience.

In the case of paper products, there is no option to return the products since everything is customised for you, rendering it unusable by anyone else.

However, if there's a manufacturing defect, we will offer complete assistance to get it corrected. To avail any kind of assistance, the customer has to raise the complaint within 7 days from the day of delivery to our customer support team.

For any other query, you can call us at 9920905050 or drop an email at [support@printstop.co.in](mailto:support@printstop.co.in)

### Can I return my Orders?

Typically, delivered orders cannot be returned. But this rule does not apply in cases of transport damages—PrintStop or a third-party logistics provider will be held accountable for that. We will replace the damaged items in such cases.

Please inspect all goods carefully on delivery and inform our customer service team ([support@printstop.co.in](mailto:support@printstop.co.in)) within seven days of receiving the order if you detect any damages.

### Can I claim for damages or shortages?

Any claims for damage and/or shortages must be reported within 7 days from the day of delivery. Be sure to check your deliveries upon receipt.

### Can I cancel my orders?

There is no option for a customer to cancel the order on their own once the payment is made. Still, if you want to cancel the order, you can get in touch with our customer support team and we will cancel the order provided the production has not already started.

If the cancellation request is made after 24 hours or if the production has been started already, your order cannot be cancelled.

### What will be the mode of payments in case there is a refund?

Refunds will be done through the payment gateway to the same account from which the payment has been received. It will be communicated by our accounts team. The refund will be processed in 5-7 days from the date of cancellation. If you need any further clarification on refunds, please email us at [support@printstop.co.in](mailto:support@printstop.co.in)

### Who pays for the return shipping?

If you are returning the products due to the wrong/damaged product being delivered, PrintStop will bear the shipping charges while returning the product.