

MAKING IT RIGHT : RETURN & REFUND POLICY

At PrintStop, we understand how important it is for you to receive a product that meets your expectations. Since all our products are customised/personalised just for you, we are unable to accept returns simply because you've changed your mind. However, if something isn't right, whether it's a defect or an incorrect product, **we're here to make it right.**

CAN I RETURN OR REPLACE MY ORDER?

Because each order is personalised, we can't accept returns for reasons unrelated to quality. But if you receive a damaged or incorrect product, we're happy to help.

To raise a complaint, please write to us at **support@printstop.co.in** or call us at **+91 9920905050** within **7 days of delivery**. Please ensure the product is kept intact with all tags, labels, and original packaging so we can process your request smoothly.

You will also need to share a picture of the outer packaging and the damaged product. If we've delivered you the wrong or damaged product, don't worry, we'll take care of the return shipping.

CAN I CLAIM FOR DAMAGES OR SHORTAGES?

We know how frustrating it can be to receive an incomplete or damaged order. If this happens, please report it to us within **7 days of delivery** at **support@printstop.co.in** or call us at **+91 9920905050**. Make sure to inspect your order upon arrival and get in touch with our support team right away so we can assist you promptly.

CAN I CANCEL MY ORDER?

We begin processing orders as soon as possible to ensure timely delivery. If you need to cancel your order, please contact us immediately.

- **If production hasn't started yet**, we'll do our best to accommodate your request.
- **If production has started or more than 24 hours have passed**, unfortunately, we won't be able to cancel your order.

WHAT IS THE REFUND PROCESS?

If your order is eligible for a refund, we will process it through the original payment method. Our team will keep you updated, and the refund will be completed within **5-7 business days** from the date of cancellation. If you need any further clarification on refunds, please email us at **support@printstop.co.in**.

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

GUIDELINES FOR SPECIFIC CATEGORIES:

APPAREL:

- We want you to love your customised apparel, so please check the **size chart** carefully before placing your order. Since each piece is customised for you, we're unable to offer size exchanges.

ELECTRONICS:

- 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).
- If your electronic product develops an issue **after 7 days of delivery**, you'll need to contact the respective brand for warranty/guarantee claims. If you need help finding their contact details, our customer support team is happy to assist you.

For the following brands, PrintStop will be your point of contact for warranty/guarantee claims:

- Urban Gear
- Fuzo

We appreciate your trust in PrintStop and are always here to help if you have any concerns.

PrintStop Contact Details:

support@printstop.co.in | +91 9920905050