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Any claims for misprinted/damaged/defective items must be received. For packages lost in transit, our part are covered at our expense.

If you or your customers notice an issue on the products or a report (<https://help.printful.com/hc/en-us/articles/360014007620-how-do-i-report-a-problem-with-n>

The return address is set by default to the Printful facility. We would become liable for any returned Unclaimed returns get donated to charity after 30 days. If Pri shipments you receive.

**Wrong Address** - If you or your end customer provide an address shipment will be returned to our facility. You will be liable for reshipment costs once we have plicable).

**Unclaimed** - Shipments that go unclaimed are returned to yourself or your end customer (if and as applicable).

If you haven't registered an account on [printful.com](https://www.printful.com) (<https://www.printful.com>) due to the wrong shipping address or a failure to claim the shipment donated to charity at your cost (without us issuing a refund).

Printful does not accept returns of sealed goods, such as buy return due to health or hygiene reasons. You hereby agree that any returned orders with face masks won't be available for reshipping and will be disposed of.

**Returned by Customer** - It is best to advise your end customers to contact you before returning any products. Except for Customers residing in Brazil, we do not refund orders for buyer's remorse. Returns for products, face masks, as well as size exchanges are to be offered at your expense and discretion. If you choose to accept returns or offer size exchanges to your end customers, you would need to place a new order at your expense for a face mask or a product in another size. Customers residing in Brazil and regretting a purchase must contact our Customer Service and express their will to return the item within 7 consecutive days after receiving it, providing a picture of the item. The withdrawal request will undergo an evaluation to verify whether the product was used or destroyed, even if partial. In these cases, a refund will not be possible.

**Notification for EU consumers:** According to Article 16(c) and (e) 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:

1. the supply of goods that are made to the consumer's specifications or are clearly personalized;
2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons,

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.

For more info on returns, **please read our FAQs** (<https://help.printful.com/hc/en-us/sections/360004088720-returns>).

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Payment methods we accept:



We deliver with:

