



Terms and Conditions – Custom Branded Products

All sales of custom-branded and personalized products are final. Due to the nature of promotional products, which are customized to client specifications, we cannot accept returns, refunds, or exchanges once an order has been approved and processed.

Non-Returnable & Non-Refundable Policy

1. **Custom Branding** – All products that have been imprinted, engraved, embroidered, or otherwise customized with logos, text, or designs are non-returnable and non-refundable.
2. **Order Approval** – Clients are responsible for reviewing and approving all proofs before production. Once approved, orders move into production and cannot be canceled or changed.
3. **Defective or Incorrect Items** – If an order arrives with manufacturing defects or does not match the approved proof, we will work with you to resolve the issue by offering a replacement or correction at our discretion. Claims must be submitted within 5 days of receipt.
4. **Variations in Production** – Slight variations in color, placement, and sizing may occur due to manufacturing processes and are not considered defects.
5. **Shipping & Delivery** – We are not responsible for delays or damages caused by shipping carriers. Any shipping-related claims should be filed with the carrier.

By placing an order with [Your Company Name], you acknowledge and agree to these terms. If you have any questions before placing an order, please contact us for clarification.