

RIGHT HAND PRINT & APPAREL

Returns, Refunds, & Exchanges Policy

"Quality you feel. A handshake that's real."

At Right Hand Print & Apparel, your satisfaction is our absolute priority. If you are not completely satisfied with your purchase, our streamlined claims process ensures a fair and transparent resolution.

RETURN ELIGIBILITY & WINDOW

We accept return claims within **five (5) business days** of your confirmed delivery date. Returns are strictly limited to items that arrive physically defective, damaged, or significantly mis-described compared to your approved digital mock-ups.

To qualify for a processing return, all merchandise must fulfill the following criteria:

- Items must be entirely unused, unworn, and unwashed.
- Items must remain in their original individual packaging with all product tags fully attached.

Please note: Right Hand Print & Apparel explicitly reserves the right to refuse any return if these baseline physical criteria are not met, or if the claim is submitted past the mandatory 5-business-day operational window.

HOW TO INITIALIZE A CLAIM

To initiate a standard return or reporting request, please follow these guidelines:

- Submit an electronic email request directly to our service desk at **Thomas@righthandprint.com**.
- Your email must explicitly include your official order details, invoice number, a brief technical explanation of the defect, and clear digital photographs documenting the issue.

Upon review and approval of your intake photos, our administration team will issue formal, step-by-step return instructions.

REFUND PROCESSING PARAMETERS

Once your returned items are physically received and inspected at our facility, we will complete validation and process your corresponding credit within **five (5) business days**. Approved refunds will be automatically applied to your original method of payment.

Important Shipping Terms:

- All original outbound shipping charges are non-refundable.
- The customer retains full financial responsibility for return freight shipping costs, unless the underlying return is explicitly caused by a verified manufacturing mistake on our end.

Custom & Personalized Orders Policy

Because custom-printed apparel or personalized goods are manufactured entirely to your unique specifications, they are **non-returnable and non-refundable** under any circumstances, unless they arrive with clear fabrication defects or structural transit damage.

We strongly urge you to cross-reference sizes, layout dimensions, styles, and mock-up proofs carefully alongside our formal *Artwork Preparation Guidelines* before authorizing custom execution.

EXCHANGES

If you prefer to exchange an eligible item for an alternate size, color, or design profile, please follow the standard return notification process detailed above and clearly denote your preference for a product exchange. Once the original inventory has been delivered to us and cleared, your exchange request will be processed promptly, subject to seasonal blank availability.

Have any questions regarding our processing rules or service terms?

Please reach out to our customer service administration at any time. We are committed to making your experience hassle-free.

Thomas@righthandprint.com