

Printify is a print-on-demand company, which means that all products are unique and produced only once ordered. This also means that returns and exchanges are not supported if your customer ordered the wrong size, color, or simply changed their mind.

Please note that Printify will not be held responsible and will not offer replacements or refunds if the customer ordered the wrong size or color. In case of an unsuccessful delivery, you can opt for either a replacement with an extra charge or a partial refund. For DTG products, there is a tolerance of 0.5" for print placement, meaning that minor variations in the placement of the print will not be considered as defects.

However, in case of a damaged product or a manufacturing error, if you contact us **within 30 days of product delivery** we can facilitate a replacement or refund. Please get in touch with our team via email at thefogcutter@hotmail.com and provide a clear photo showing the issue.