

Cancellation, Return & Refund Policy

1. Turnaround Time

- All orders are processed and dispatched within 7 business days from the date of payment confirmation.

2. Order Cancellation

- Within 2 Days of Order Placement: Customers may cancel their order and receive a full refund.

- Within 4 Days of Order Placement: Customers may cancel their order and receive a 50% refund.

- After 5 Days of Order Placement: No cancellations or refunds will be accepted, as production and preparation will already be underway.

3. Refund Method

- Approved refunds will be processed via Electronic Funds Transfer (EFT) to the original payer's account within 7 business days of cancellation confirmation.

4. Exceptions

- Custom or personalized orders may not be eligible for cancellation once production has commenced.

- Due to the personalized nature of our products, returns are only accepted for damaged items.

- Claims must be made within 48 hours of delivery with photographic evidence.

- Refunds or replacements will be issued at our discretion.

- The business reserves the right to decline cancellation requests if fraudulent activity is suspected.