

Refund & Replacement Policy

Effective Date: August 1, 2026

Because all products are custom-made and produced on demand, 11th Hour Print Solutions maintains the following refund and replacement policy.

1. Custom Products

All products are custom manufactured according to customer specifications. Except as required by law, custom products are generally non-refundable and non-returnable.

2. Damaged, Defective, or Incorrect Orders

If you receive a damaged, defective, misprinted, or incorrect item, you must notify us within seven (7) days of delivery.

Please provide:

- Order number
- Description of the issue
- Photographs clearly showing the problem

Upon verification, we may, at our discretion:

- Replace the product
- Reprint the order
- Issue a partial refund
- Issue a full refund

3. Customer-Approved Errors

We are not responsible for errors approved by the customer, including:

- Spelling mistakes
- Grammar errors
- Design placement
- Image resolution issues
- Color choices
- Formatting decisions

Orders containing approved errors are not eligible for refunds or replacements.

4. Color Variations

Actual printed colors may differ from digital previews due to monitor settings, substrates, inks, lighting conditions, and manufacturing processes. Reasonable color variation is not considered a defect.

5. Shipping Delays

Shipping delays caused by carriers, weather, customs, or other circumstances outside our control do not qualify for refunds.

6. Lost Packages

Claims for lost shipments must be submitted within fourteen (14) days of the estimated delivery date. The Company will work with the carrier to investigate the claim before determining an appropriate resolution.

7. Chargebacks

Customers agree to contact the Company and provide an opportunity to resolve disputes before initiating a chargeback. Fraudulent or improper chargebacks may result in account suspension and collection efforts.

8. Cancellation Policy

Orders may only be canceled before production begins. Once production has started, orders cannot be canceled because materials, labor, and production resources have already been committed and started.

9. Contact Us

For refund or replacement requests:

11th Hour Print Solutions

- **Email:** sales@11thhourbiz.com
- **Phone:** 407.850.0708
- **Address:** 9424 Southridge Ridge Park, Ste. 800, Orlando, FL 32819