

Fulfillment Information Sheet

Overview

This information sheet outlines the key policies and expectations related to order fulfillment, manufacturing, and client communication. These guidelines are designed to maintain efficiency, transparency, and quality across all fulfillment processes managed by the Company and its partners.

Payment and Refund Policy

Once the full payment for a fulfillment order has been made, no refunds will be issued, except under special circumstances directly related to manufacturing or shipping errors.

Eligible Refund Cases (Special Circumstances)

Refunds or replacements may be approved only in the following situations:

- **Incorrect Orders:** The item(s) received differ from the approved order details or design specifications.
- **Lost Shipments:** The order does not arrive due to verified shipping or courier error.
- **Extremely Delayed Shipments:** Orders delayed by more than 30 days beyond the original expected delivery date, not caused by the client's delay in approval, payment, or communication.

In any of these cases, the issue must be initiated and verified by the partnered manufacturing company responsible for production and fulfillment. The Company will coordinate with its partners to resolve the matter promptly.

Manufacturer Refund Process

If a product issue occurs, such as stains, incorrect designs, or wrong shipment. The partnered manufacturer must issue a refund.

Refunds from manufacturing partners are expected to be processed within 14 days from the date the client submits a valid refund request through official company channels.

Ownership of Work

All products, designs, and materials created or produced as part of the fulfillment process by any member, contractor, affiliate, or partner of the Company are the exclusive property of the Company.

This includes design files, templates, samples, and final goods created under the Company's direction.

The Company retains all rights related to reproduction, modification, and distribution.

Lead Time and Order Completion

Standard lead time for fulfillment orders is 4 to 6 weeks from the date of confirmation and payment.

However, certain projects may be completed earlier depending on the complexity of designs, quantity of pieces, and production queue.

Any estimated completion date provided by the Company is an approximation and may vary due to supplier timelines, shipping conditions, or seasonal workload.

Communication and Client Relations

All communication regarding fulfillment orders must take place directly between the Client and authorized Company representatives.

Clients are not permitted to contact or negotiate with the Company's manufacturing partners or affiliates regarding production timelines, order status, or design adjustments.

This policy ensures accurate information flow, protects supplier relationships, and maintains confidentiality within the production network.

Additional Information

This Fulfillment Information Sheet is designed to support and align with the Company's official Terms and Conditions, which are available on our website.

Clients are encouraged to review those terms in full before submitting an order.

By placing an order and submitting payment, clients acknowledge and accept all fulfillment policies outlined here.