

Refund & Return Policy – Cox Printing

At **Cox Printing**, we take pride in delivering high-quality custom printed products. Each order is made specifically to your requirements, and our team carefully checks every file before production. Because of the custom nature of our work, our refund and return policy is designed to be fair, transparent, and aligned with industry standards.

By placing an order with Cox Printing, you agree to the terms outlined below.

1. Custom Product Policy

All products produced by Cox Printing are **custom-made to order** based on customer-provided artwork, specifications, and approvals.

As a result:

- All custom printed orders are **non-returnable and non-refundable once production has begun**
 - We do not accept returns for buyer's remorse, incorrect ordering, or customer-submitted artwork errors
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2. Order Review & Proof Approval

Customers are responsible for carefully reviewing all submitted artwork, proofs, and order details before production begins.

This includes:

- Spelling, grammar, and content accuracy
- Colors, layout, and design placement
- Image resolution and print quality
- Product size and specifications

Once a proof is approved or an order enters production, Cox Printing is not responsible for errors that were present in the approved file.

3. Cancellations

Orders may only be canceled if production has not yet started.

- Orders canceled before production may be eligible for a full or partial refund depending on work completed
 - Once an order enters production, it **cannot be canceled or refunded**
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4. Damaged, Defective, or Incorrect Orders

We stand behind the quality of our work. If your order arrives with a manufacturing defect or printing error caused by Cox Printing, we will gladly resolve the issue.

To be eligible:

- You must report the issue within **3–7 business days of receiving your order**
- Clear photos of the issue must be provided
- The issue must be verified as a production or fulfillment error

Approved resolutions may include:

- Reprint of the order at no additional cost
 - Replacement of defective items
 - Store credit or refund (at our discretion)
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5. Shipping Issues

Cox Printing is not responsible for delays or losses caused by shipping carriers.

However:

- If an order is confirmed lost in transit, we will work with the carrier to resolve the issue
 - In eligible cases, a replacement order may be issued
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6. What Is Not Covered

We do not offer refunds or replacements for:

- Customer errors in submitted artwork or files
 - Low-resolution or poor-quality images provided by the customer
 - Color variations between screen and printed output
 - Delays caused by shipping carriers or external factors
 - Orders already approved and completed correctly as submitted
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7. Refund Processing

If a refund is approved:

- Refunds will be issued to the original payment method
 - Processing time is typically **5–10 business days**
 - Shipping costs are non-refundable unless the error was on our part
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8. Contact Us

If you have questions about your order, or need assistance with a refund or reprint request, please contact us:

Cox Printing – Customer Support

Email:

Phone:

Location:

We are committed to providing excellent service and ensuring your satisfaction with every order.