

TERMS, CONDITIONS & RETURN POLICY

I have approved, looked over, and clarified my order. I understand that I am able to reach out to **Pop Smoke Graphics** at popsmokegraphics@gmail.com if I am to have any questions. **Pop Smoke Graphics** must be notified of the defective/incorrect item(s) within 3 days of product delivery. After 3 days the customer must accept the product in the condition it was received. We are not responsible for the treatment of the product(s) you receive after it has been delivered such as how you wash or wear your product.

Production time varies

I understand that **Pop Smoke Graphics** is not responsible for any errors made by the postal service. However, if the tracking number/status is shown as incorrect, please contact us IMMEDIATELY to resolve the issue, and make a claim with the delivery carrier.

I agreed to have double check my address/shipping destination. If a package is returned because the address provided to us was incorrect, we are not responsible for the cost of re-shipping. We will contact the buyer for the correct address, and furthermore the buyer will be responsible to re-pay shipping before we send the package again.

I understand that **Pop Smoke Graphics** is not responsible for any incorrect instructions provided during the order process (i.e. misspellings, incorrect sizes, incorrect proof versions, etc.). Reprinting for such errors will be done at the customer's expense.

All items are custom made so refunds and exchanges are not available. For this reason, please double and triple check the information you provide for each order. If an error is made on our part, we will replace the item as soon as possible.

Design options are continuously updating, please double check that the design requested for order is available. Design options are continuously changing, please check our design page before ordering, do not assume the PRODUCT/DESIGN STYLE is in stock. We have the right to modify our product including available items and these policies at any time without notice. Please contact us if you have any questions regarding these policies. When placing an order with **Pop Smoke Graphics**, you are agreeing to these terms and conditions.

Customer's Initials _____