

Million Studio - Shipping & Return Policy

What if the order is lost in the mail?

For packages lost in transit, **all claims must be submitted no later than 3 weeks after the estimated delivery date.** To **Support@Million.Studio** But no worries! We'll cover the costs of reprinting and shipping a replacement order for you.

Before reaching out - we ask for your help in confirming that the shipping address was correct. It would also be good to double check that you got in touch with your local post office to try locating the lost order.

Keep in mind that if tracking information states an order was delivered but you think you haven't received it, we won't take responsibility and reship that order. In that case, any replacements would have to be at your expense.

Return Policy

Any claims for misprinted/damaged/defective items must be submitted within 4 weeks after the product has been received to **Support@Million.Studio**. For packages lost in transit, all claims must be submitted no later than 3 weeks after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

The return address is set by default to the Printful facility. When we receive a returned shipment, an automated email notification will be sent to you. Unclaimed returns get donated to charity after 4 weeks.

Buyer's Remorse & Size Exchange - We will not refund you if you decide you don't want the product, or if it's the wrong size.

Wrong Address - If you provide an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address with you.

Unclaimed - Shipments that go unclaimed are returned to our facility and you will be liable for the cost of a reshipment to yourself.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.

How long do I have to submit a claim for a return/exchange?

Any claims for **misprinted/damaged/defective items** must be submitted within 3 weeks after the product is received. For packages lost in transit, all claims must be submitted no more than 3 weeks after the estimated delivery date. Please email us at **Support@Million.Studio**.