



# UNCOMMON THREADS

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## RETURN AND REFUND POLICY

### RETURNS

At Uncommon Threads we stand behind our work and let it speak for itself. We do not offer refunds, but will reprint the order to the correct specifications if a mistake has been found. We are not responsible for any damaged products that were not purchased from Uncommon Threads. If upon receiving you find that something is incorrect, you must notify us within 72 hours of the delivery of your order. Once we are notified we will do everything in our power to take care of the issue in a timely manner. If it is determined that you need to return products to Uncommon Threads for inspection or to be reprinted, the product must be returned within 2 business weeks of the stated claim. If you have contacted us to make a return and we have agreed to cover the shipping cost, all items must be shipped using ground ship methods from UPS or FedEx, any other methods of shipping (3 day ship, 2nd day air, etc.) will not be covered. If items are returned after this timeframe, the shipment will be denied and the package will be sent back to you unless prior arrangements have been made.

### RETURNED CHECKS

There will be a \$30 charge on all returned checks.

### ORDER CANCELLATIONS

In the event the order must be cancelled by the customer the refund will be based on the status of the order. Depending on the order status the customer may have to pay a restocking fee or for the garments plus any additional fees required to cover services already rendered (artwork, films, etc.). If the order is complete there will be no refund given.

### SATISFACTION CLAUSE

Uncommon Threads will not be responsible for your satisfaction with the garments printed on or the printed artwork. We are always available to counsel any customer to ensure you pick a garment that matches your needs but we also need you to do your due diligence on the garment choice. If you are unsure of what garment to select, we can gladly order a number of blank samples for you to choose from. The samples will be billed at a per piece rate and shipped without printing. Blank samples will not credit to the cost of your order.

### MANUFACTURER DEFECTS

Uncommon Threads cannot be held liable for inconsistencies related to size, shade, or construction. We suggest ordering 5% extra of each size if exact count is important. We try our hardest to inspect the garments as we print them, but we cannot guarantee each garment. We are not the manufacturers of these garments, so we cannot ensure their construction. Some manufacturers over-dye their garments. Over-dyeing is the process of re-dyeing a garment after its initial manufacturing period. This is done for any number of reasons, including color correction, running out of colors that didn't sell, etc. Due to this factor, Uncommon Threads cannot 100% guarantee exact color consistency on the coloring with discharge printing or discharge based services.