

****Aeries Aperture Return Policy****

Effective Date: May 5, 2022

Thank you for shopping with Aeries Aperture. Given the custom nature of the print-on-demand products we provide, we have a strict Return Policy that aligns with our commitment to quality and customer satisfaction.

****1. Return Eligibility****

Since all products are unique and produced only upon order, we do not accept returns or exchanges in the event of a customer ordering the wrong size, color, or changing their mind. We urge our customers to review their order carefully before submission.

****2. Manufacturing Errors or Damaged Goods****

If your product is damaged or there are manufacturing errors, please contact Aeries Aperture within 14 days of product delivery. Eligibility for a free replacement or refund will be determined after you submit the ****Aeries Aperture Claim Form**** available below, along with clear photographic evidence showing the issue.

For issues affecting multiple products with the same design, a photograph or video displaying all affected items in one frame is required for verification purposes.

****3. Non-Returnable Items****

All products sold by Aeries Aperture are non-returnable unless they contain defects in manufacturing or were damaged upon arrival.

****4. Return Process****

To initiate a return due to manufacturing errors or damage, you must fill out the ****Aeries Aperture Claim Form**** below and follow all instructions, including provide clear evidence of the issue according to the instructions, and send the completed form and evidence to our support team within the specified timeframe (14 days of product delivery).

****5. Refund or Replacement****

Upon receipt and inspection of your claim, we will notify you of the approval or rejection of your refund or replacement. If approved, we will opt for either a replacement at no additional charge or a refund to your original payment method.

Please note that there are no exchanges or returns for customer errors related to size, color selection, or design input.

****6. Non-Delivery****

In the event of a delivery issue, customers may be offered the choice of a replacement at an additional charge or a partial refund. Aeries Aperture is not responsible for errors in the delivery address provided by the customer or other shipping issues outside of our control.

****7. Print Variation Tolerance****

For all products, please note there is a production tolerance of up to 0.5 inches for print placement. Minor variations will not be considered defects and are not eligible for returns or refunds.

****8. Contact Us****

For more information about our return policy or if you need assistance, please contact our customer service team at:

Aeries Aperture Customer Service
aaprintstore@aeriesaperture.com

****Aeries Aperture Claim Form****

****Instructions****

To submit a claim for an issue with a print on demand product received from Aeries Aperture:

1. Print and complete this form.
2. Attach the completed form along with the required evidence to an email and send to aaprintstore@aeriesaperture.com

Ensure that all fields are filled out to expedite the claim process. Please attach clear photographic or video evidence as required for your specific issue. Failure to provide the necessary evidence may result in delays or the denial of your claim. After reviewing your submission, our customer service team will contact you with the next steps.

****Contact Information****

- Full Name:

- Order Number:

- Email Address:

- Phone Number:

- Shipping Address:

****Product Information****

- Product Name:

- Product Size:

- Product Color:

****Issue Details****

- **Type of Issue (Please select from the list below and provide the required evidence for the issue):**

- An issue with the quality of the print (Required Evidence: A clear photo of the received product laid on a flat surface in which the design and the issue are clearly visible in a single frame.)
- An issue with the print placement (for all products, there is a tolerance of 0.5" for print placement) (Required Evidence: A clear photo of the received product laid on a flat surface where the incorrect placement is shown with a ruler/measuring tape.)
- Print in the wrong area (Required Evidence: A clear photo of the product you received, folded in a way that clearly displays both sides.)
- Wrong product (Required Evidence: A photo of the product that was received, with the size tag clearly visible as well.)
- An issue with the product (incorrect size, brand, quality) (Required Evidence: A clear photo of the received product where the design, issue, and/or size tag are clearly visible in a single frame.)
- A product sizing issue (manufacturer's defect) (Required Evidence: A clear photo of the received product being measured according to the measurements provided in the catalog's size chart. Both the print and the measurement should be clearly visible and the garment should be laid on a flat surface.)
- An issue with an electronic device (manufacturer's defect) (Required Evidence: A video or photo where the issue is clearly visible or shown, and demonstrate the troubleshooting steps being performed.)
- Delivery-related product damage (Required Evidence: A photo or video of the received product, where the package, the printed design, and the issue are clearly visible.)
- Reprinted item has the same issue as the original item (Required Evidence: A photo or video of both the original and reprinted item in the same frame where the issue is clearly visible.)

****Description of the Issue (Please be as detailed as possible):****

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****Additional Comments (Optional):****

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****Declaration:****

I hereby declare that the information provided is true and accurate to the best of my knowledge and that the evidence submitted is a true representation of the issue experienced.

****Customer Signature:****

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****Date:****

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