Potted Couture LLC Return & Refund Policy

Thank you for shopping with **Potted Couture LLC**. Because our products are custom-printed and made-to-order just for you, we handle returns and refunds differently than traditional retail stores. Please read our policy below before making a purchase.

1. Cancellations and Changes

Because production begins almost immediately after an order is placed, we can only cancel or modify an order within while it is still in "on hold" status of purchase. Once an item has entered production, we cannot stop or change the order.

2. Damaged, Defective, or Incorrect Items

If your item arrives damaged, defective, or if you received the wrong product, we will gladly arrange a **free replacement or a full refund**.

- **Time Limit:** You must report the issue to us within 30 days of the delivery date.
- **Requirements:**Log in to your Printify account and go to the **Orders** tab.

1. Find the specific order and click to view its details.
2. Click **Submit issue** for the affected product.
3. Choose either **Request refund** or **Request reprint**, depending on your preferred solution.
4. Choose the issue type and provide a brief description of the problem.
5. If required, click **Browse** to upload up to 5 photos or videos of the product, selecting all attachments in one go. *Accepted image formats include JPEG, JPG, and PNG (up to 15 MB each), and one video in MOV or MP4 format (up to 250 MB)*

- **Do Not Send It Back:** Please do not mail items back to us or the return address on the package unless explicitly requested by our support team.

3. Size Exchanges & Buyer's Remorse

Because every item is printed on demand, we **cannot offer refunds, returns, or exchanges** if you order the wrong size, color, or simply change your mind.

- To ensure you get the perfect fit, please carefully review the **size chart** provided on each product page before placing your order.

4. Lost or Undelivered Packages

If your tracking information states that your package was delivered but you have not received it, please check with your local post office or neighbors. If a package is officially deemed lost in transit by the carrier, contact us within 30 days of the estimated delivery date, and we will work to send a replacement. We are not responsible for packages delivered to an incorrectly entered shipping address.