



REFUND POLICY

At infinitdesigns, we strive to provide our Users with the best possible printing experience. If you are not 100% satisfied with your order for any reason, please contact our customer service department.

All policies are subject to change without prior notification. Defective product refunds and reprints shall not exceed the amount paid by the User or \$1,000.00 (whichever is less). Determination of defect is at the sole discretion of infinitdesigns. In most cases, Users will be requested to submit digital photos documenting the product defect and/or ship the defective products back to customer service. Free expedited reprint on any orders lost in transit is limited to orders less than or equal to \$250. Turnaround and shipping for reprint orders will vary depending upon available production capacity and manager's discretion.

Direct mail services including printing, mailing services, list services and design services are not subject to the foregoing return policies. Refunds or reprint on direct mail orders will be evaluated on a case-by-case basis and any refund/reprint shall be determined by infinitdesigns in its sole discretion. Under absolutely no circumstance will postage be refunded for any reason once it has been physically applied to an item ordered, regardless if it is yet to be mailed or not.