



AMA CREATIVE PRODUCTS Return and Exchange Policy

Contact Support:(infor@amacp11qr.com)

@ AMA CREATIVE PRODUCTS, we are deeply committed to bringing you quality products that resonate with the "I Am" perspective. Your confidence in our offerings and your satisfaction are our highest priorities. We understand that returns and exchanges may occasionally be necessary, and we aim to make these processes as clear and straightforward as possible.

General Return Process

While Printful serves as our international fulfillment partner and hub for many product returns, **all returns, including those from our collaborations, must first be sent directly to AMA CREATIVE PRODUCTS LLC**. Once we receive your returned item(s) and confirm their eligibility according to this policy, AMA CREATIVE PRODUCTS LLC will then facilitate the onward shipment to the appropriate Printful facility or other designated return center.

Please be aware that **customers are responsible for all shipping costs associated with returning products or items**. This includes any and all additional shipping costs incurred due to international tariffs. The global economic landscape, particularly the impact of tariffs, has significantly influenced the cost of goods and products nationally and internationally. Tariffs are taxes imposed on imported goods, which can increase the overall cost of a product as these costs are often passed down through the supply chain. This policy allows us to continue bringing you high-quality products while navigating these complex international trade environments and maintaining cost-effectiveness. We appreciate your understanding and are committed to walking with you through this process.

Return Locations (via Printful Hubs)

To ensure your return is processed efficiently after it reaches AMA CREATIVE PRODUCTS, it will ultimately be directed to one of the following Printful partner facilities based on its original shipping origin:

- **US and Mexico Orders:** 217 Wrangler Drive, Coppell, Texas 75019, USA
- **Canada Orders:** Unit 3, 3500 Laird Rd, Mississauga, ON L5L 5Y4, Canada
- **Latvia Orders:** Lidostas Parks, Marupes novads, Latvia LV-2167
- **Spain Orders:** Travessía Prat de la Riba, 91-95, 08849 Sant Climent de Llobregat, Barcelona, Spain
- **UK Orders:** Antar 2, 1 Headway Road, Wolverhampton, WV10 6PZ, UK
- **Australia Orders:**
 - **Apparel:** 40 Tanimbla Street, Kedron, Queensland 4031, Australia
 - **Non-Apparel (excluding phone cases):** 338 Albert St, Brunswick VIC 3056, Australia
 - **Phone Cases:** 6 Axis Crescent, Dandenong South VIC 3175, Australia
- **Japan Orders:**
 - **Apparel:** Komiyaji 817-3, Shinwamachi, Amakusa, Kumamoto prefecture, 863-0101 Japan
 - **Non-Apparel:** Ibe 15, Kunogi, Nakanoto, Kashima, Ishikawa prefecture, Japan 929-1801
- **Brazil Orders:** Rodovia Santos Dumont, 4791 (Antigo KM 3,5), Armazém 111, Galpão 02, Empreendimento Caxias Park. Parque Paulista. CEP 25251-460. Duque de Caxias - RJ, Brasil.

Important Information Regarding Returns

An order may be returned to the sender for several reasons. Most commonly, this occurs due to an undeliverable address provided by the customer. Other instances include the package being unclaimed at customs or refused/returned by your end customer.

If a product is returned to PrintFul facilities, it will be placed in temporary returns storage for up to 30 days at no additional cost. We will notify you about the return via email.

Please be advised: After the 30-day storage period, all unclaimed returns will be donated to charity.

Exchanges and Out-of-Stock Items

Exchanges are handled as such: if you wish to exchange a product, we will facilitate an exchange for the same product in a different color or the same color, based on what is available in the Printful inventory.

In instances where a product is out of stock due to the impact of tariffs or other supply chain disruptions, we understand this can be disappointing. As a gesture of our commitment to you, **we will offer a discount on alternative items if your desired product is out of stock due to tariff-related supply issues.**

Please note that:

- When we reship an order (e.g., for an exchange or if an item was returned due to an incorrect

address), **new shipping charges will apply.**

- Any returns that occur because of an error on our part (e.g., misprinted, damaged, or defective items) will be handled at our expense. In such cases, please provide a detailed description and clear photos of the issue.
- However, if your return is due to reasons such as incorrect sizing or if you wish to return orders with no defects (i.e., buyer's remorse or customer's choice), and our return policy allows for such exchanges, we will assist in placing a new order for the desired item, which will be at your expense.

Legal Disclaimer: Returns and Exchanges for Print-on-Demand Products

This Return and Exchange Policy for AMA CREATIVE PRODUCTS LLC is drafted in consideration of common practices among leading print-on-demand (POD) companies and general national consumer protection policies concerning custom-made or personalized goods.

Nature of Print-on-Demand Products: Our products are custom-made upon order, meaning they are specifically produced for you. This differs significantly from mass-produced, ready-to-ship items. Due to the personalized nature of print-on-demand, the ability to resell returned items is often limited.

General Industry Practice: Most top print-on-demand companies (such as Printful, Printify, Gelato, etc.) typically do not accept returns or offer refunds for "buyer's remorse," incorrect sizing chosen by the customer, or simply a change of mind, unless required by specific regional consumer laws. Returns and exchanges are generally accepted for manufacturing errors, defects, or misprints where the fault lies with the production process.

Consumer Rights and State/National Policies: While there are no federal laws in the United States mandating a universal return policy for all retailers, some individual states (e.g., California, Connecticut, Florida, Hawaii, Maryland, Massachusetts, New Jersey, New York, Rhode Island, Utah) have regulations requiring businesses to clearly post their return policies. If a policy is not conspicuously displayed, consumers in these states may be entitled to a refund within a specified period with proof of purchase. Similarly, certain international regions (e.g., the European Union with a 14-day "right of withdrawal," and Brazil with a 7-day "right to regret") have robust consumer protection laws that grant customers rights to return items even without defect.

AMA CREATIVE PRODUCTS LLC's Commitment: AMA CREATIVE PRODUCTS LLC's policy aims to balance these industry standards and national/international consumer protections with the unique operational aspects of print-on-demand. By requiring all returns to come to AMA CREATIVE PRODUCTS LLC first, we ensure a centralized point of contact and assessment before items are routed to Printful facilities, aligning with our operational model. We reserve the right to assess each return request on a case-by-case basis and will communicate clearly regarding eligibility for refunds, exchanges, or store credit in accordance with the terms outlined herein and applicable laws.

Limitation of Liability: AMA CREATIVE PRODUCTS LLC is not responsible for returns that are lost or damaged in transit back to our facility or subsequent transit to Printful. We encourage customers to use trackable shipping services for all returns. Our liability is limited to the value of the product purchased. We are not liable for any indirect, incidental, or consequential damages arising from the return or exchange process.

By placing an order with AMA CREATIVE PRODUCTS LLC, you acknowledge and agree to this Return and Exchange Policy. We are dedicated to transparent communication and appreciate your partnership in upholding these terms to ensure a smooth and equitable experience for all our valued customers.

Contact Support: (infor@amacp11qr.com) Also applies to (<http://www.amacp11.com>)

For any questions or to initiate a return, please contact our customer service team.