

RETURNS POLICY

Any claims for misprinted/damaged/defective items must be submitted within 30 days after the product has been received. For packages lost in transit, all claims must be submitted no later than 30 days after the estimated delivery date. Claims deemed an error on our part are covered at our expense.

If you or your customers notice an issue on the products or anything else on the order, [please submit a problem report](#).

The return address is set by default to the Printful facility. When we receive a returned shipment, an automated email notification will be sent to you. Unclaimed returns get donated to charity after 30 days. If Printful's facility isn't used as the return address, you would become liable for any returned shipments you receive.

Wrong Address - If you or your end customer provide an address that is considered insufficient by the courier, the shipment will be returned to our facility. You will be liable for reshipment costs once we have confirmed an updated address with you (if and as applicable).

Unclaimed - Shipments that go unclaimed are returned to our facility and you will be liable for the cost of a reshipment to yourself or your end customer (if and as applicable).

The Soteria Group does not accept returns of sealed goods, such as but not limited to face masks, which are not suitable for return due to health or hygiene reasons. You hereby agree that any returned orders with face masks won't be available for reshipping and will be disposed of.

Returned by Customer - It is best to advise your end customers to contact you before returning any products. Except for Customers residing in Brazil, we do not refund orders for buyer's remorse. Returns for products, face masks, as well as size exchanges are to be offered at your expense and discretion. If you choose to accept returns or offer size exchanges to your end customers, you would need to place a new order at your expense for a face mask or a product in another size. Customers residing in Brazil and regretting

a purchase must contact our Customer Service and express their will to return the item within 7 consecutive days after receiving it, providing a picture of the item. The withdrawal request will undergo an evaluation to verify whether the product was used or destroyed, even if partial. In these cases, a refund will not be possible.

Notification for EU consumers: According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for:

1. the supply of goods that are made to the consumer's specifications or are clearly personalised;
2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons,

therefore Printful reserves rights to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.

Delivery

When will I get my order?

Usually, it takes 3–7 days to fulfil an order, after which it's shipped out. The shipping time depends on your location, but can be estimated as follows:

- USA: 3–4 business days
- Europe: 6–8 business days
- Australia: 2–14 business days
- Japan: 4–8 business days
- International: 10–20 business days

Where will my order ship from?

We work with an on-demand order fulfilment company with facilities worldwide!

Will I be charged customs for my order?

An additional customs and tax fee can occur on international orders. This fee is not in our control and is assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

My order should be here by now, but I still don't have it. What should I do?

Before getting in touch with us, please help us out by doing the following:

- Check your shipping confirmation email for any mistakes in the delivery address
- Ask your local post office if they have your package
- Stop by your neighbours in case the courier left the package with them

If the shipping address was correct, and the package wasn't left at the post office or at your neighbours, get in touch with us at [insert your support email here] with your order number.

If you did find a mistake in your delivery address, we can send you a replacement order, but shipping will be at your own cost.

Orders

How are your products made?

We work with a print-on-demand drop shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

Tip: Check out Printful's production footage to see how we fulfil specific products.

How do I track my order?

You'll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, drop us a line at info@thesoteriagroup.co.uk.

I received a wrong/damaged product, what should I do?

We're so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at info@thesoteriagroup.co.uk within a weeks' time with photos of the damaged product, your order number, and any other details you may have about your order. We'll get back to you with a resolution as soon as possible!

Returns

What's your return policy?

We don't offer returns and exchanges, but if there's something wrong with your order, please let us know by contacting us at [insert your support email here]!

Do you offer refunds?

Refunds are only offered to customers that receive the wrong items or damaged items. If any of these apply, please contact us at [insert your support email here] with photos of wrong/damaged items and we'll sort that out for you.

Can I exchange an item for a different size/colour?

At this time, we don't offer exchanges. If you're unsure which size would fit better, check out our sizing charts—we have one for every item listed on our store, in the product description section. Though rare, it's possible that an item you ordered was mislabelled. If that's the case, please let us know at [insert your support email here] within a week after receiving your order. Include your order number and photos of the mislabeled item, and we'll send you a new one, or issue a refund!