



# Product Return Policy

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We are human and understand that mistakes happen. Product excellence is our mission with all purchases, and aim for a 100% satisfaction guarantee. This policy applies solely to product purchases through our website or other social media accounts. Please note that we reserve the right to specify certain products, including customized items, to not be eligible for returns or exchanges. For information on our policy regarding charitable donations, please check out our Terms and Conditions: <https://www.anationofhope.org/our-policies>. **Please Note** - Donations made through our website are non-refundable. If you believe a donation was made in error, please contact us within 3 days for further assistance. Please review the return policy of our products' manufacturer, Printful, for further and/or different details, including regional differences, notably for customers residing in Brazil or in the European Union (accessible here at the time of drafting A Nation of Hope's Product Return Policy: <https://www.printful.com/policies/returns>).

## FOR PRODUCT RETURNS & EXCHANGES

STEP ONE - If you received a defective or the wrong product, you must contact us at (682) 277-9994 or email [inspire@anationofhope.org](mailto:inspire@anationofhope.org) **within three (3) days after delivery**. This step is very important before returning the product to our manufacturer, Printful. If you believe the product is defective or incorrect, we will work with you to verify the defect. For packages lost in transit, all claims must be submitted to Printful directly—not to A Nation of Hope—no later than 30 days after the estimated delivery date. For shipped products that you do not claim, Printful may charge you directly for the cost of reshipment. Please review Printful's policy for further details (accessible here at the time of drafting A Nation of Hope's Product Return Policy: <https://www.printful.com/policies/returns>).

STEP TWO - Once verified, we will instruct you on how to return your product. The product must be returned to our manufacturer, Printful, within 7 business days of delivery, along with a picture of the item provided by the customer, to be eligible for a refund or exchange. Returned products must be in its original, unused condition, with all original packaging. Please note that a restocking fee may apply to certain returns. We do not refund orders for buyer's remorse.

- **Exchanges** - Please keep in mind that we cannot guarantee all items and sizes will be in stock at the time of an exchange request or that other issues beyond our control, including ones emerging from Printful's internal processes, may not change expected turnaround times, availability of products, and other processes described within this Product Return Policy. We do not recommend exchanges due to changing inventory with our vendor and the possibility of longer-than-expected deliveries; however, our team will work with you to ensure you are satisfied with a replacement of equal or lesser value.

## REFUND INFORMATION

Refunds may be considered for the item price only. Sales tax will not be refunded for returned products. Customers are responsible for the cost of return shipping unless the product is defective or incorrect. The



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refund will be issued within 10 business days of us verifying the defect with our manufacturer, Printful. Please note that it may take additional time for the refund to appear in your account, depending on your bank or credit card provider. Please also note that A Nation of Hope is not and will not be held responsible for any additional delays due to any review processes conducted by Printful or other complications that may emerge from their own internal processes, stock availability, etc., even if they extend past the turnaround times targeted within this Policy.

All personal information collected during the return process will be handled in accordance with our Privacy Policy.

For additional questions, email [inspire@anationofhope.org](mailto:inspire@anationofhope.org). Please be sure to include your Order Number (#) in the email.