

# Shipping & Returns Policy

Thank you for supporting my art! Each piece is **made-to-order** through my print partner, **Printful**, which means your item is specially created just for you.

## Processing & Production

All items are print-on-demand, so please allow **2–7 business days** for production before your order ships.

Once dispatched, you'll receive an email with your **tracking details**.

## Shipping Times

Printful has fulfilment centres worldwide, including Australia, the US, and Europe. Whenever possible, your order will ship from the facility closest to you.

### Estimated delivery times (after production):

- **Australia & New Zealand:** 3–10 business days
- **USA & Canada:** 5–12 business days
- **Europe & UK:** 5–12 business days
- **Rest of world:** 10–20 business days

*Please note: These are estimates only. Delivery times may vary due to postal delays, customs processes, or busy seasonal periods.*

## Shipping Costs

Shipping fees are calculated automatically at checkout based on your location and the items in your order.

## Customs & Import Fees

International orders may be subject to customs duties or import taxes. These fees are the responsibility of the customer.

## Tracking

Most orders include tracking. Once shipped, you'll receive a confirmation email with a tracking link so you can follow your order's journey.

## Returns & Refunds

Because all items are **made-to-order**, I cannot accept returns or offer refunds for change of mind.

### Damaged, Defective, or Incorrect Items

If your order arrives **damaged, defective, or incorrect**, please contact me within **14 days of delivery** with **photos of the issue**. I will arrange a **replacement** at no additional cost.

### Exchanges

Exchanges are only available for items that arrive damaged, defective, or incorrect.

### Processing Your Replacement

Once your issue is confirmed, a replacement will be produced and shipped to you. Production times apply (typically **2–7 business days**), and you'll receive tracking information once it ships.

### Contact

For assistance with a damaged or incorrect item, please reach out via email or the contact form on the website. Include your **order number** and **photos of the item** so I can help quickly.