

Returns & Refunds Policy

Last updated: 07/10/25

This Returns & Refunds Policy applies to orders made through MerchDaddy. It works in conjunction with our Terms & Conditions.

1. Eligibility & Scope

- Because all items are **printed on demand** and customised per your design, returns for change of mind (e.g., “I changed my mind about the design or size”) are **not accepted**.
- We accept returns **only if the product is defective, misprinted, damaged in transit, or materially different from your approved design/mocks** (e.g. missing text, major print errors).
- You must notify us **within 7 days** of receiving your order (by email) to be eligible for a return or replacement.
- For most defects or errors, we may **request photographic evidence** of the issue before approving your claim.

2. How to Request a Return / Refund / Replacement

1. Email us at **info@merchdaddy.com.au** with:
 - Your order number
 - Clear photos showing the defect, misprint, damage, or discrepancy
 - A description of the issue
2. We will review your request and respond within **7 working days**.
3. If approved, we'll provide instructions (if a physical return is needed) or proceed directly with a replacement or refund, depending on the situation.

Note: Unconfirmed returns (i.e. returns you send without our prior approval or instructions) may be refused.

3. Returns, Replacements & Refunds

- **Replacements:** Whenever possible, we will send you a corrected replacement at no additional cost.
- **Refunds:** If a replacement is not possible (for example due to stock limitations), we will refund you the cost of the faulty item to the original payment method.
- Shipping costs for returning the item (if required) are generally your responsibility unless the fault is wholly ours.
- We will **not refund standard shipping costs** (unless the defect is on the shipping / delivery part and clearly proven).
- We reserve the right to **deny returns** that do not meet policy conditions (e.g., damage from misuse, incorrect upload by customer, etc.).

4. Non-Returnable Situations

We cannot approve returns or refunds in these cases:

- Normal wear and tear (after use)
- Colour variations that are inherently possible in print/screen differences
- Design issues caused by low-resolution or poor-quality uploads by the customer
- Items that have been altered, washed, or damaged post-delivery
- Mistakes made by the customer in design or specifications (unless they result in a defect)

5. Order Cancellations

- You can cancel an order **within 7 days** of placing it — *but only if production has not yet started*.
- Once production begins, the order becomes final and cannot be cancelled.

6. Australian Consumer Law

- Notwithstanding this policy, if you are a consumer under the **Australian Consumer Law (ACL)** and your product has a major failure, you may have additional rights including refund, repair, or replacement.
- This policy does not limit rights you may have under consumer protection laws.

7. Dispute Handling

If there is any dispute about a return, replacement, or refund, contact us first so we can resolve it in good faith.