

Terms and Conditions

Welcome to MerchDaddy. By accessing or placing an order through our website (merchdaddy.com.au), you agree to the following terms and conditions. Please read them carefully before using our services.

1. General

MerchDaddy provides custom printed merchandise (“Products”) made to order. Each item is printed specifically for you based on the design, colour, and options you select at checkout. By purchasing through MerchDaddy, you agree that you are entering into a legally binding contract under these Terms and Conditions.

2. Products and Orders

- All products are printed on demand and are considered custom goods.
- Please review your design, size, colour, and shipping information carefully before confirming your order.
- Once production has started, **all sales are final** and cannot be changed, cancelled, or refunded unless the product is defective or arrives damaged.
- Colour accuracy and print appearance may vary slightly between digital mockups and physical products due to print and screen variations.

3. Pricing and Payments

- All prices listed on our website are in **Australian Dollars (AUD)** and **include GST**.
- Payment methods accepted: **Credit/Debit Card**, **Google Pay**, and **Link**.
- Orders are only processed once payment is received in full.

4. Shipping

- We offer **free shipping within Australia**.
- International orders are accepted **via email only** at sales@merchdaddy.com.au.
- Average production and delivery timeframe: **3–4 weeks**.
- Shipping is handled by MerchDaddy using trusted courier services.
- MerchDaddy is **not liable for delays**, loss, or damage caused by third-party carriers once the order has been dispatched.

5. Returns and Refunds

- Returns are accepted **only for defective or misprinted products**.
- Please refer to our **Returns & Refunds Policy** for detailed instructions on how to request a return or replacement.

6. Customer Designs

- By uploading or submitting any artwork, logo, or design to MerchDaddy, you confirm that you **own the rights** or have the necessary permissions to use that content.
- MerchDaddy is **not responsible for copyright or trademark infringement** in customer-submitted designs.
- We will **never use your designs** for marketing, advertising, or any other purpose **without your express written consent**.

7. Cancellations

- Orders may be cancelled **within 7 days of purchase**, provided production has not yet begun.

- Once production starts, the order cannot be modified or cancelled.

8. Limitation of Liability

- To the fullest extent permitted by law, MerchDaddy is not liable for indirect, incidental, or consequential damages, including but not limited to loss of profit, reputation, or data.
- Our liability is limited strictly to the cost of the product purchased.

9. Privacy and Data

- MerchDaddy may collect and store customer information (such as name, email, and address) for order processing and communication.
- We may use customer emails for marketing purposes, but you can unsubscribe at any time.
- All data is handled securely and in accordance with Australian privacy laws.

10. Governing Law

These Terms and Conditions are governed by the laws of **Western Australia, Australia**. Any disputes will be handled in the courts of Western Australia.

11. Contact

For questions, concerns, or custom order enquiries, contact us at:

 info@merchdaddy.com.au