

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 before 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)**.
- All payments are processed securely through **Stripe**.
- Payment methods accepted: **Credit/Debit Card, Google Pay, Apple Pay and Link**.
- Orders are only processed once payment is received in full.

4. Shipping

- Standard Shipping is provided at a flat rate of **\$11.99** per order.
- Free delivery applies for order **subtotals** over **\$99.00**.
- International orders are accepted **via email only** at sales@merchdaddy.com.au.
- Average production and delivery timeframe: **1–2 weeks**.
- Shipping is handled by MerchDaddy using trusted courier services.
- Delivery timeframes are estimates only. While we are not responsible for delays outside our reasonable control, we will work with customers and delivery partners to resolve issues where an order is lost, damaged, or significantly delayed. Nothing in these Terms limits your rights under the Australian Consumer Law.

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 collects and uses customer information to operate our website, process orders, provide customer support, manage customer accounts, store saved designs, communicate order updates, and improve our services.
- Information we collect may include your name, email address, phone number, delivery address, billing details, order history, uploaded artwork/design files, saved designs, account details, customer messages, and website usage information.
- Payment information is processed securely by our payment provider, Stripe. MerchDaddy does not store full card details.
- We may use trusted third-party service providers to help operate MerchDaddy, including website hosting, payment processing, order fulfilment, customer support, email delivery, marketing systems, analytics, and advertising platforms.
- Where permitted by law, we may send you service-related emails, order updates, abandoned cart reminders, product updates, offers, and marketing communications.
- You can unsubscribe from marketing emails at any time using the unsubscribe link in our emails. Transactional emails relating to your orders or account may still be sent where necessary.
- Customer artwork, logos, and saved designs are used for the purpose of providing MerchDaddy's services, including mockups, production, fulfilment, reordering, and customer support.
- We will not use your designs for our own marketing, advertising, or promotional purposes without your express written consent.

- We take reasonable steps to protect customer information from misuse, interference, loss, unauthorised access, modification, or disclosure. However, no online system can be guaranteed to be completely secure.
- By using our website or placing an order, you agree that your information may be collected, used, and handled in accordance with these Terms and our Privacy Policy.
- For privacy-related questions, requests, or concerns, contact us at: info@merchdaddy.com.au

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