



Return & Refund Policy

At Creative Community Living Services, Inc., we work with **Printify**, a print-on-demand company, to create unique, custom-made products. Because of this, all items are produced only when ordered, and we are **not responsible for returns, exchanges, or refunds** unless there is a manufacturing defect or damage.

No Returns or Exchanges

We **do not accept** returns or exchanges if:

- You ordered the wrong size, color, or design.
- You changed your mind after placing the order.
- The product does not meet personal preferences unrelated to quality issues.

Damaged or Defective Items

If your item arrives damaged or has a manufacturing defect, **Printify offers a free reprint or a refund**. To qualify, you must:

1. Contact **Printify** using the **“Submit issue”** form within **30 days** of product delivery.
2. Provide clear photos of the damaged or defective item.
3. Include your order details.

Once **Printify** reviews and approves the issue, we will work with them to process your refund or replacement. **You do not need to return the damaged item.**

Contact Us

For assistance with reporting an issue to Printify, please reach out to us at marketing@cclswi.org.

By placing an order with Creative Community Living Services, you acknowledge and agree to this return and refund policy.

Shipment, Fulfillment & Delivery Policy

All orders placed through **Creative Community Living Services, Inc.** are fulfilled, processed, and shipped by **Printify** and its network of third-party print providers. As a **print-on-demand** service, **Printify** handles all aspects of production and shipping, and we do not store or manage inventory.

Order Processing & Fulfillment

- Once an order is placed, it is automatically sent to Printify for production.
- Production times vary based on the product and print provider but typically take **2-7 business days** before shipment.
- Orders cannot be modified or canceled once production has begun.

Shipping & Delivery

- **Printify** manages all shipping, and delivery times depend on the selected shipping method and destination.
- Estimated shipping times range from **5-15 business days**, depending on location and carrier.
- We do **not** control shipping rates, carrier delays, or delivery times. Any delays are the responsibility of the carrier and **Printify**.
- Tracking information will be provided once your order ships.

Lost, Delayed, or Damaged Shipments

- If your order is lost, delayed, or arrives damaged, please contact us at **marketing@cclswi.org** within **30 days of delivery**. We will work with Printify to resolve the issue, but **we are not responsible for lost or damaged packages**.
- **Printify** determines whether a replacement or refund will be issued for lost or defective items.

By placing an order, you acknowledge that **Creative Community Living Services is not responsible for shipping, fulfillment, or delivery issues** and that all logistics are managed by Printify.

For any shipping-related concerns, please contact us, and we will assist in facilitating communication with Printify.

Terms & Conditions

1. Purchase Agreement

By purchasing an item from Creative Community Living Services, Inc., you agree to the following:

1. You are responsible for carefully reading the full product description before making a purchase.
2. Once you complete the checkout and payment process, you enter into a legally binding contract to purchase the item.

2. Pricing & Payment

The prices for our products and services are listed on our website. We reserve the right to:

- Modify product prices at any time without prior notice.
- Correct pricing errors that may occur inadvertently.
- Apply any applicable taxes or fees as required by law.

3. Intellectual Property Rights

The product and all materials contained or transferred through it—including, but not limited to, software, images, text, graphics, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music, and all Intellectual Property Rights—are the exclusive property of Creative Community Living Services, Inc.

Except as explicitly provided in these Terms, nothing grants you a license to use any Intellectual Property Rights belonging to us. You **agree not to**:

- Sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit, or create derivative works of any materials from our Service **without prior written consent**.

4. Limitation of Liability

Creative Community Living Services, Inc. acts as a storefront for custom print-on-demand products fulfilled by **Printify**. As such, we **do not** manufacture, store, or directly handle any products. All orders are processed, produced, and shipped by **Printify and its network of third-party print providers**.

By purchasing from our store, you acknowledge and agree that **CCLS is not liable for:**

- Any product defects, damages, or issues related to quality or production.
- Delays, lost shipments, or errors caused by Printify or its print providers.
- Any dissatisfaction related to product appearance, sizing, or color variations.

In the event of a damaged or defective product, customers must **submit an issue directly to Printify** within **30 days of delivery** for resolution. We will assist in facilitating communication but are not fully responsible for refunds, exchanges, or replacements.

By using our services, you release **Creative Community Living Services, Inc.** from any claims, damages, or liabilities related to the products sold on our website.

5. Customer Support

If you have any questions, concerns, or need assistance regarding your order, please contact our **Customer Support Team**:

- **Email:** marketing@cclswi.org
- **Business Hours:** Monday-Thursday 8-4pm
- **Response Time:** We aim to respond to all inquiries within 48 hours, if you reach out on the weekend, this response time may be longer.