

SHIPPING AND REFUND POLICY



The **Shipping Options** and **Processing Time** found in this Shipping and Refund Policy only applies to the clothing and merchandise fulfilled and shipped by Printful.* Custom Furniture, Artwork and Building Products will have a separate shipping rate based on weight, delivery destination and delivery provider. Digital products such as PDF's will be available to download immediately after purchase. Our Refund policy is valid for a period of 30 calendar days from the date of the purchase. If you receive your order and it meets our refund requirements you can return the product for a refund. If the period of 30 days has lapsed since the purchase, we cannot offer you a refund. No exchanges are currently offered for any products sold or shipped by NEXGENGREEN LLC. Please make sure that you've carefully read the Shipping and Refund Policy before making a purchase. Thank You for your business!

Shipping Options

Domestic Shipping (United States):

Standard (5-10 Business Days): Free Shipping

International Shipping:

Flat Rate (10-30 Business Days): \$12.99

Processing Time

Orders are processed within 2-5 business days, excluding weekends and public holidays. Once the item(s) has been handed to the delivery carrier, a shipping confirmation email with a tracking number will be sent to the customer.

Cancellations

After an order is submitted, processing begins and the order cannot be canceled. If there are questions about canceling and order, please contact us.

Delayed Orders

In the case of delayed processing, customers have the option to cancel their order for a full refund. Shipping provider delays do not fall under the seller's liability. For delayed orders, please first contact the shipping carrier for the item(s) status.

Shipping Restrictions

Some items cannot be shipped to P.O. boxes and will require a physical address. We will contact you if there are any discrepancies on our end regarding this issue. Please contact us if you did not receive a confirmation email and tracking number for clothing and merchandise.

Refund Requirements

NEXGENGREEN LLC is not liable for lost or damaged products after the order has been placed in the hands of the shipping carrier. If your product has arrived damaged, reach out to us so that we may assist you in filing a claim with the shipping provider.

The following criteria for physical products must be met to qualify for a refund:

- Product is defective
- Product is damaged
- Product is not as described
- Product must not be damaged after it is received
- Product is physical and not an electronic PDF etc.

In order to ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue a refund. Simply 'disliking' or 'changing your mind' about a product does not qualify for a refund.

Proof of Purchase

To complete your refund, we require a receipt, purchase order or other proof of purchase. Please note that without the aforementioned proof of purchase, we will not issue a refund. If the proof of purchase is believed to be forged or dishonest in any way, NEXGENGREEN LLC reserves the right not to issue a refund.

Sale and Clearance Items

Only regular priced items may be returned, unfortunately sale or clearance items cannot be returned.

Shipping Items for Return/Refund

In order to return an order, you must contact us first.

You will need to attach a pre-paid return shipping label to the package and mail it to the address on the shipping label. You will not need to pay for shipping.

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product does not meet our refund requirements, we reserve the right not to issue a return/refund.

Contacting Us

If you have any questions about this Disclaimer, please contact us.
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