



Returns Policy

- **Damaged Goods** At happinessbyCharis, we work closely with our suppliers to bring you the best products possible. If, however there is a problem with the product, it is damaged or defective you can return your item within 4 weeks of it being received.
- **All claims** must be submitted no later than 4 weeks after the estimated delivery date.
- **How to get in touch** We always welcome feedback and if you do notice an issue with the products or anything else on the order, please send an email to happinessbycharis.com
info@happinessbycharis.com
- **All returns** are sent automatically to our supplier, at your nearest Printful facility. On receipt of this delivery, they will send an automated email to notify you.
- **Returns & Exchanges** All of our products at HappinessbyCharis are made to order, therefore we cannot except returns due to buyers' remorse or to exchange.
- **Correct Address** To ensure we can help with your returned products efficiently please provide a correct delivery address. Failure to do so will result in additional fees to you, the customer.

Shipments that have the wrong address or are left unclaimed will not be available for re-shipping and will be donated to charity, after 4 weeks at your cost, without issuing a refund.

- **Notification for EU consumers:** According to Article 16(c) and (e) of the Directive 2011/83/EU of the European Parliament and of the Council of 25 October 2011 on consumer rights, the right of withdrawal may not be provided for:
the supply of goods that are made to the consumer's specifications or are clearly personalized;
2. sealed goods which were unsealed after delivery and thus aren't suitable for return due to health protection or hygiene reasons,
therefore, Printful reserves rights to refuse returns at its sole discretion.

This Policy shall be governed and interpreted in accordance with the English language, regardless of any translations made for any purpose whatsoever.