

# Returns and Cancellations

## **Cancellations and Amendments**

Our products are made to order specially for you. If you wish to cancel or amend your order, please use the link provided in your confirmation email. You can edit your order at any time before it goes to production.

Once your order has gone to production, you may be eligible for a replacement/resolution depending on the situation. After you've received your order, you have 30 days to address any concerns you have.

## **30 Day "Make it Right" Policy**

Here at Small Fish, we want to make sure you love your order and if for any quality reason you're not fully satisfied, please contact us within 30 days of receiving your order, and we'll provide a solution.

## **Damaged/Quality Issues**

For the fastest resolution, please include a photograph demonstrating the poor quality of the print or the damaged area of the item. The most optimal pictures are on a flat surface, with the tag and error clearly displayed. We will use this information to help you with your order, as well as eliminate errors in future printing.

## **Refunds**

**PayPal:** Any refunds processed will show back up in your Paypal account within 24 business hours. Please note, the refunded amount must be transferred back to your banking institution from your Paypal account.

**Credit Card:** Any refunds processed via your credit/debit card will show back up in your bank account within three to five business days.