

Empirehub Refund Policy

At Empirehub, every order is custom-made based on the design approved by the customer before production begins. For this reason, all sales are considered final once the design has been approved and production has started.

Refunds

Refunds are generally **not available** for custom clothing and printing orders, as customers review and approve all designs, specifications, and artwork before printing or sewing commences.

A refund will only be considered if:

- The final product is **materially different** from the approved design due to an error on Empirehub's part; and
- The customer chooses a refund instead of having the order corrected or remade.

If an error is identified, Empirehub will first offer to correct the issue by reprinting, remaking, or repairing the order where appropriate. If the customer declines this solution and the product is confirmed to be significantly different from the approved design because of our error, a refund may be issued at Empirehub's discretion.

This policy does not cover:

- Customer-approved designs that later no longer meet the customer's preferences.
- Errors, omissions, or spelling mistakes that were present in the customer's approved proof.
- Minor variations in colour, size, or placement that are within normal production tolerances.

By approving the final design and authorizing production, the customer acknowledges that they have reviewed all details and accepts responsibility for the approved artwork and specifications.