

OTHER BUSINESS POLICIES & INFORMATION

See below for some other policies & information which may impact how you do business with **Catching Immortality** (“we”/“us”) or navigate our website

www.catchingimmortality.com.

1. Print on Demand Model

The majority of our merchandise is supplied via a print-on-demand model (POD), which allows us to have our logos/designs/licensed images printed promptly on merchandise by our external partners when orders are requested by customers.

Therefore unfortunately since we hold minimal physical stock ourselves, and therefore production/shipping timeframes can vary. We are strictly not liable in any way for any unforeseen delays by the end supplier.

2. Returns / Exchanges

Since products are only printed once ordered under our POD model, unfortunately, we are unable to issue any returns, exchanges, or refunds if a customer ordered the wrong size, colour, or simply changed their mind.

Therefore we encourage customers to be aware of this “no refunds or exchange policy” due to the nature of our POD model.

If an order is being returned to sender/lost in transit, and an invalid address was provided, a refund of the product price only will be issued.

Please email us should you have any other concerns or queries.

3. Damaged/defective products

A free replacement or a refund will be offered if the problem is reported to via email with the order number indicated within 14 days of product delivery, along with photo proof of the defect. That will help us to resolve the defect issue with the end supplier.

4. Shipping

Please note under our POD model shipping charges are set externally by the manufacturer/ end supplier in addition to the cost of production. So we advise you to be aware of additional delivery/shipping charges upon checkout.

We strictly do not accept any liability for shipping charges for any reason, and despite the fact all prices advertised on our website are advertised strictly “exclusive” of shipping charges, it is important to be aware that shipping charges will often be added at checkout.

5. Affiliate Marketing Disclosures

Sometimes we may receive commissions when you click on some of our links or when making a purchase. This has no bearing on any of the reviews and comparisons we may post in our content platforms from time to time. However, we will always endeavour to present a fair and balanced content, and also try to make it as clear as we can to site users when we are referring products for potential commission.

We strictly assume no liability for any products or services purchased from an affiliate's site and any disputes concerning any matter where you have left our site to make an external purchase, even if referred/introduced to them by for the first time through one of our affiliate links on our website or content listed on any of our media platforms. The onus is solely on the purchaser to make informed decisions on the products or services they buy through our affiliates or external partners.

6. Other Queries

For any further questions, or feedback please feel free to contact us via email at: info@catchingimmortality.com