

CANCELLATION POLICY

This policy defines the standards and procedures for order cancellations. It serves as the primary reference for customer support staff to ensure consistency in handling customer requests and managing inventory expectations.

1. Policy Overview

Customers may request to cancel an order at any time before it has been processed for shipment. Once an order reaches the shipping stage, the cancellation window closes, and the customer must instead follow the "Returns and Refunds" procedure upon delivery.

2. Cancellation Windows by Order Status

The ability to cancel an order depends on its current status within the fulfillment system:

- **Pending/Awaiting Payment:** Customers may cancel these orders through their account dashboard or via customer support. Cancellation is guaranteed.
- **Processing:** This status indicates the warehouse has received the order and is beginning to pick and pack. Cancellation requests at this stage must be handled by a support representative. Success is not guaranteed but will be attempted if the package has not yet been labeled.
- **Shipped/In Transit:** Orders cannot be cancelled once they have left the warehouse. Customers must receive the item and initiate a return request.

3. Standard Cancellation Procedures

3.1 Customer-Initiated Cancellations

Customers are encouraged to use the "Cancel Order" button in their Order History for the fastest results. If the button is no longer visible, the order has progressed beyond the automated cancellation window.

3.2 Support-Assisted Cancellations

When a customer contacts support to cancel:

- **Verification:** Confirm the order number and identity of the requester.
- **Status Check:** Check the internal warehouse management system (WMS). If the order is "Ready for Pickup," it is too late to cancel.
- **Confirmation:** Once a cancellation is successful, an automated confirmation email must be sent to the customer immediately.

4. Exceptions and Special Categories

Certain order types are subject to restricted cancellation terms:

- **Customized or Personalized Goods:** Orders for items with custom engraving, printing, or bespoke modifications can only be cancelled within **two hours** of order placement. After this time, materials are committed, and the order is non-cancellable.
- **High-Value Orders:** Orders exceeding \$2,000 require a verbal or secondary written confirmation from the customer before a cancellation is finalized to prevent unauthorized account activity.
- **Subscription Services:** Cancellations for recurring shipments must be made at least **48 hours** before the next scheduled billing date. Requests made after this window will apply to the subsequent billing cycle.

5. Company-Initiated Cancellations

The company reserves the right to cancel orders under the following circumstances:

- **Stock Inaccuracy:** If an item is found to be out of stock or damaged during the picking process and no replacement is available.
- **Pricing Errors:** If a technical glitch results in a significantly incorrect price (e.g., \$0.00).
- **Security Alerts:** If an order is flagged by the fraud detection system as high-risk and the customer fails to provide requested verification within 24 hours.

6. Financial Settlements

- **Payment Holds:** For most credit card transactions, a cancellation results in the immediate release of the "Authorization Hold." The customer will

see the pending charge disappear from their statement within **3–5 business days**.

- **Completed Payments:** If the payment was already captured (e.g., via Debit or Digital Wallet), a full refund will be processed to the original payment method within **2 business days**.
- **Store Credit:** If a customer cancels an order paid for with store credit, the credit is reinstated to their account immediately.

7. Refusal of Delivery

If a customer attempts to "cancel" an order by refusing delivery from the courier, a **\$15.00 Restocking Fee** will be deducted from their eventual refund to cover the cost of the return freight and warehouse processing.