

How should I raise Refund or Replacement requests?

A product at Printrove **passes** a quality check **twice**; before inbounding and before being dispatched. However, if you have received a product from Printrove that is defective or not up to your satisfaction, you can raise a refund or replacement request by sending an email to support@printrove.com.

To ensure a quick and smooth resolution, you should provide the following information while raising a refund or replacement request.

The **common requirements** are as follows.

- Printrove's six-digit Order ID
- Image of the UID Label / Barcode Sticker
- Images with the product in full view
- Images/videos of the defect.

Requirements according to the issues:

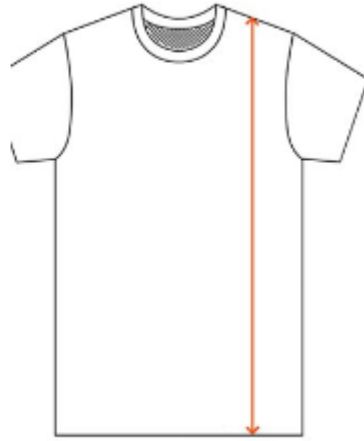
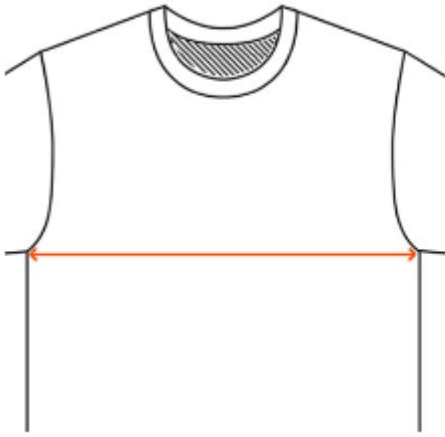
Broken or Damaged products:

- Images of the Packaging
- Unboxing video, if the packaging was damaged during delivery.

❗ Our Packaging for all accessories has been optimised to reduce damage-in-transit cases.

Size Issues:

- Images of the product being measured with an inch tape.



- ❶ Our products are measured for any size errors before being inbounded. You can also refer to the following article.

[How to tackle size issues for your brand?](#)

Misalignment of print:

- Images of the misalignment being measured with an inch tape.

Holes:

- Images of the Packaging
- Unboxing video

Missing Items:

- Unboxing Video

- ❶ Since our dispatch is managed through the system, it is **highly unlikely** that a product would be missed during dispatch.

Wrong Item:

- Images of the shipping label
- Images of the products received

Tampered packaging:

- Unboxing video

- ① In case of tampered packaging, the customer is required to **reject the delivery** or share **negative Proof of Delivery remarks**. If the delivery has been accepted, we would need an unboxing video to qualify the issue for a refund or replacement.

By providing the above information, you can help us quickly and accurately resolve your refund or replacement request. Our team will review your request and get back to you with a suitable solution within **24-48 hours**.

- ① Please note that Printrove will **not be liable** to initiate a refund or replacement in **absence** of the above-mentioned requirements.

Suggested Article: [What are the Returns & Replacement Policies?](#)