

I just placed a sourcing order, but now I need to cancel. What do I do?

group: Designing & Sourcing Products

Sample/Inventory orders cannot be canceled, and are non-refundable.

When a sourcing order is placed, the corresponding supplier is immediately notified, and they will begin working to produce your product. Therefore, any requests to cancel sample orders cannot be accommodated.

In the event that you need to cancel a production order, *please communicate with your supplier first to make any changes*, as each of our partnered suppliers have a different cadence by which they begin production on samples.

If your supplier is able to make an exception and cancel your order, *please make sure they contact Pietra directly to confirm the cancellation*.

Once the cancellation is confirmed by the supplier, Pietra will process your refund where applicable.