

Paper Route360 – Refunds, Returns & Cancellations Policy

At **Paper Route360**, every project is custom-made to bring your vision to life.

Because our design, print, and mailing services are tailored to your specific order, we follow the policy below to ensure fairness, transparency, and quality for every client.

1. Custom Work Policy

All products and services offered by Paper Route360 are made-to-order.

Once production begins (including design approval, file setup, or material procurement), projects **cannot be canceled or refunded**, as costs are immediately incurred.

If you wish to modify or cancel a project **before** production starts, contact us right away at **info@paperroute360.com** or **916-304-3179**, and we'll do our best to accommodate.

2. Design & Proofing

For all design and print orders:

- Clients receive a **digital proof or mockup** for review and approval prior to printing or mailing.
 - It is your responsibility to carefully check for spelling, layout, and color accuracy before final approval.
 - Once approved, **Paper Route360 is not liable** for errors, color variances, or content discrepancies found after production begins.
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3. Returns

Because every print and mailing project is custom-produced, we **cannot accept returns** unless:

- The product arrives damaged or defective, and
- The issue is reported within **5 business days** of delivery.

To report an issue, email **info@paperroute360.com** with your order number, photos of the issue, and a description of the problem.

We'll assess and, if applicable, reprint or replace the item at no additional charge.

4. Refunds

Refunds may be issued only under the following circumstances:

- Orders canceled **prior to production start** (minus any design or processing fees).
- Duplicate payments or accidental overcharges.

All approved refunds will be processed to the original payment method within **5–10 business days**.

5. Shipping & Delivery

Delivery times vary by project type and shipping method.

Delays caused by third-party carriers, weather, or other external factors are beyond our control.

Once materials leave our facility, **risk of loss transfers to the client**.

6. Mailing Services

If Paper Route360 manages your direct mail campaign:

- We ensure accurate preparation, sorting, and delivery to the designated USPS or shipping carrier.
 - However, once items are handed over, **delivery timelines and address accuracy** are the responsibility of the carrier.
Undeliverable mail pieces or third-party delays are not refundable.
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7. Contact

Questions about this policy?

Reach out to our team at:

Paper Route360

Email: info@paperroute360.com

Phone: **916-304-3179**

Website: <https://paperroute360.com>