



Terms and Conditions

1. Shipping and Delivery

- **Order Processing:** Orders typically leave our warehouse within 48 to 72 business hours after receipt. Delivery times may vary based on location, with most orders arriving within 2-5 business days. Please be aware that delays may occur due to postal issues or circumstances beyond our control.
- **Direct Shipping:** We operate multiple warehouses with direct shipping capabilities. To ensure smooth processing, items with and without markings cannot be mixed within a single order.

2. Custom Orders

- **Design and Approval:** For custom-marked orders, once payment is confirmed, our design team will provide a preliminary visual (or mockup) for your review. You may request adjustments to the design as needed. After the visual is approved, the estimated delivery timeframe is approximately 9 working days. For urgent requests, please contact us directly.
- **Payment and Commencement:** Custom orders require pre-payment. A payment link will be provided, and production will only begin once payment is completed.

3. Terms of Sale

- **Order Placement:** By placing an order with Purejoy Promo, you are offering to purchase a product subject to these terms. All orders are subject to stock availability and confirmation of the order price.
- **Contract Formation:** Once you place an order, we will send an email acknowledging your order. This does not confirm acceptance; it only acknowledges receipt. A contract is formed only once payment is approved, and we have processed the transaction.

4. Pricing and Availability

- **Accuracy:** While we aim to ensure that all product descriptions, pricing, and availability on our website are accurate, errors may occur. If there is an error in the price of a product you have ordered, we will inform you and give you the option to either confirm your order at the correct price or cancel it for a full refund.
- **Delivery Costs and VAT:** Where applicable, prices include VAT. Additional delivery costs will be displayed clearly at checkout and included in the 'Total Cost.'
- **Right to Update Information:** Purejoy Promo reserves the right to correct errors, inaccuracies, or omissions and to update product details, pricing, or policies at any time without notice. We may also refuse to fulfill any orders that include inaccurate information, including errors in pricing, shipping, or payment terms.

5. Payment

- **Payment Processing:** Upon order placement, we perform a pre-authorization check to verify that funds are available. Your payment card will only be debited once the order has been confirmed.

6. Return and Refund Policy

- **Return Period:** You have 14 days from receipt of the goods to notify us if you wish to withdraw from the contract without providing a reason. If the contract is terminated, we will refund all payments, including shipping fees, within 30 days of receiving your withdrawal notification.
- **Condition of Returned Goods:** Returned items must be unused, undamaged, and in their original packaging. A copy of the original invoice must accompany the return. If items were custom-produced per your specifications, they are not eligible for return.

7. Promotional Discount Codes

- **Conditions of Use:** From time to time, Purejoy Promo may offer promotional codes. Specific conditions for each code will be provided at the time of issue.

8. Complaints Handling

- **Procedure:** We are committed to resolving any complaints efficiently. If you have any issues with your order or experience, please contact us. We strive to resolve disputes as they arise to ensure your satisfaction.

9. General Disclaimer

- **Typographical Errors:** Our website may contain typographical errors or inaccuracies. Purejoy Promo reserves the right to correct any errors, inaccuracies, or omissions and to change or update information at any time without prior notice.

10. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact us at:
Purejoy Promo

Website: www.purejoypromo.com

Email: hello@purejoypromo.com