

## **Refund & Return Policy**

Effective Date: December 25, 2025

Company: The ILEAD Company LLC

### **Overview**

All apparel sold by The ILEAD Company LLC is made to order through a print-on-demand production process. Because each item is custom produced once an order is placed, we are unable to accept returns or exchanges for reasons such as incorrect size selection, buyer's remorse, or preference changes.

We are committed to ensuring that you receive a quality product and will gladly address any issues related to defects or fulfillment errors.

### **Eligible Refunds or Replacements**

A replacement or refund will be offered in the following cases:

- Item arrives damaged
- Manufacturing defect
- Item received differs from what was ordered

Claims must be submitted within 7 days of delivery and include the order number, a clear photo of the issue, and a brief description.

### **Non-Refundable / Non-Returnable Items**

Due to the custom nature of print-on-demand production, we do not accept returns or refunds for incorrect sizing, color preference differences, buyer's remorse, normal wear and tear, or improper care.

### **Order Cancellations**

Orders may be canceled within 12 hours of purchase. After this period, production begins and cancellation is no longer possible.

### **Shipping Issues**

If an order is lost in transit or marked as delivered but not received, please contact us promptly so we can assist with the carrier investigation.

### **Contact Information**

Support Email: support@yourdomain.com

Company: The ILEAD Company LLC

### **Final Notes**

By placing an order, you acknowledge and agree to this Refund & Return Policy. This policy is subject to change without notice.