

Freestyle Apparel & Gifts, LLC.'s

Custom Order/Cancellation Policy

Effective Date: October 5, 2026

1. Non-Refundable Deposit

- A **50% non-refundable deposit** is required to secure your custom order and begin the design and sourcing process.
- This deposit covers initial administrative costs, custom consultations, and/or materials acquired specifically for your project.

2. Order Cancellation Window

- **Before Production:** You may cancel your custom order within **24 hours** of making your deposit for a full refund of any amount paid beyond the non-refundable deposit.
- **During Production:** Once production or manufacturing has physically begun, the order cannot be canceled, and no refunds will be issued.

3. Final Sale and Returns

- All customized, personalized, or custom-manufactured products are **final sale**.
- We do not accept returns, exchanges, or refunds for custom orders due to a change of mind, improper self-measurement, or buyer's remorse.

4. Design Approvals and Alterations

- You may receive a final design proof, digital mockup, or material specification sheet for customized orders. Production will not begin until you reply with your written or verbal approval.
- **Changes after approval:** Any modifications requested after you sign off on the design may result in additional materials fees and project delays. All added costs associated with modifications will be billed separately and due upon pickup or before the item will be shipped.

5. Defective or Damaged Custom Items

- If your custom item arrives damaged during transit or contains a manufacturing defect, please contact us at support@freestyleapparelandgifts.com or call 760.577.5769 within 3 of delivery.
- Please include your order number and clear photos of the damage so we can prioritize a replacement or repair.