

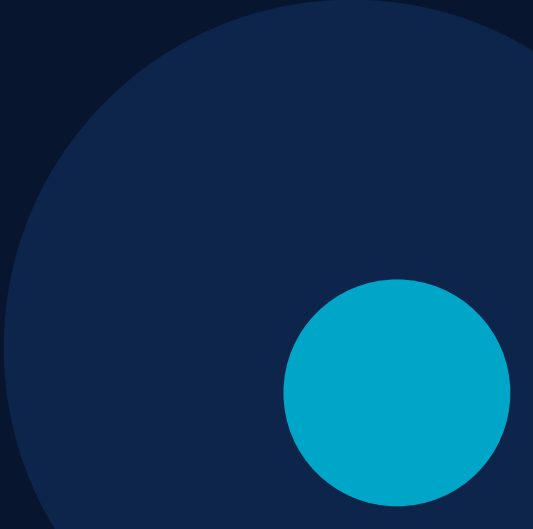
PALOH PRINT

Refund & Cancellation Policy

Version 1.1

Last updated: 8 September 2026

Customer-facing policy for cancellations, production locks, reprints and approved refunds.



Refund & Cancellation Policy

This policy explains when an order may be changed or cancelled, when production becomes locked, and how refund or reprint requests are assessed.

Important: Printed products are produced to customer specifications. Eligibility for cancellation, refund, replacement or reprint depends on the order stage and the circumstances of the request.

1. Cancellation Rules

Orders may only be cancelled or modified before production begins.

Once an order enters production, cancellation and modification requests may no longer be accepted.

2. Production Lock

Orders in the following stages are considered locked:

- Preflight
- Imposition
- Print
- Finishing
- Dispatch

Once an order reaches any of these stages, the order cannot be cancelled, modified or refunded.

3. Customer Artwork Responsibility

Customers are responsible for reviewing all submitted artwork, specifications, quantities and content before completing an order.

Paloh Print shall not be responsible for spelling, design, layout, content or file errors contained in customer-supplied artwork.

4. Reprint and Production Errors

If an order is found to contain production defects caused by Paloh Print, customers should notify Paloh Print promptly and provide supporting photographs and order details.

Paloh Print may, at its discretion, provide an appropriate remedy.

- Reprint
- Replacement
- Partial refund
- Alternative resolution

5. Colour Variation

Minor colour differences between screen displays, digital proofs and final printed output are considered normal printing tolerances and do not constitute production defects.

6. Shipping Issues

If an order arrives damaged during delivery, customers should contact Paloh Print as soon as possible and provide supporting photographs and order details.

Claims may be reviewed subject to courier and production assessment.

7. Cash Advance Refund

Remaining wallet balances or cash advance balances may be refundable after membership termination, subject to applicable membership policies, verification requirements and any outstanding obligations.

8. Refund Processing

Approved refunds will be processed using the original payment method where possible.

Processing times may vary depending on the payment provider and the circumstances of the approved request.

9. Right to Review

Paloh Print reserves the right to assess all cancellation, refund and reprint requests on a case-by-case basis.

The final decision regarding refunds, reprints and compensation rests with Paloh Print, subject to applicable law.

10. Contact

For cancellation, refund or reprint enquiries, please contact Paloh Print customer support using the contact methods provided on the official website.

Policy administration

Paloh Print may update this policy when business processes or service requirements change. The version and last-updated date shown on the published policy identify the currently issued document.

PALOH PRINT

Commercial printing and online ordering