

Our Guarantee and Return Policy

We make personalized gift-giving easy, fast and letter-perfect -- we guarantee it! Our buyers select only the highest quality gifts, which are then customized just for you! We inspect every item again for quality and accuracy before it ships to you or someone special.

We guarantee our personalized products to be free of manufacturing errors or product defects. If there is a quality issue with your order, you may return it in new condition and in its original packaging for a prompt exchange for the same item, or immediate full refund. Understandably, personalized items cannot be accepted for return, unless there is a manufacturing error or product defect. All refunds and exchanges must be made within 30 days of receipt.

We want your order to be made just the way you want it! We understand that everyone makes mistakes (including us!) Please review your personalization information before submitting your order. Check spelling, dates and names carefully. You are welcome to email us at sales@rmcustomscreenprinting.com before placing your order. Understandably, we are not able to accept cancellations or changes to orders once they are placed, as they immediately are sent into production. NOTE: RM Custom Screen Printing also reserves the right to cancel your order at its discretion should the order be deemed inappropriate for language, content or material.

During our busy holiday season, we try our best to guarantee your gifts will arrive on time, but due to high volume and unexpected circumstances beyond our control there might be a slight delay in delivery of your order. If we miss our guarantee we will refund your shipping & handling fees after we confirm that your package has not arrived on time. Understandably, no refunds can be issued for orders delayed (either shipping cost or merchandise value) due to adverse weather conditions or any unforeseen circumstance that may affect RM Custom Screen Printing or any of our carriers. Thank you for understanding.