Paperworks support handbook

This is an original fictional company created only for the Chatify demonstration. It is not a real vendor policy.

Standard delivery

Orders leave the workshop within two business days after design approval. Tracking is emailed when the parcel is handed to the courier. A tracking number alone does not prove delivery.

Personalised prints

Customers approve a digital proof before a personalised print is produced. Changes before approval are included. After approval, support reviews requests individually and does not promise that production can stop.

Damaged parcels

Ask for an order number and clear photos of the parcel and print within seven calendar days of delivery. Support reviews the evidence before deciding a replacement. The handbook does not promise refunds for every case.

Returns

Unused standard prints may be returned within fourteen calendar days of delivery. Personalised prints are not covered by the standard return window unless damaged or incorrectly produced.