

Canceling & Refunds

Please note that orders that have been submitted to the lab **can not be canceled**. Our partner labs begin production on orders as soon as they are submitted, so it's not possible to change or cancel lab orders once you've approved them.

Refunds are allowed only on a case-by-case situation and with good reason. Due to the nature of the process, all products are a custom order and cannot be resold as a typical stocked item without customization. In all cases regarding Cancellation and Refunds, we will do our best to resolve any concern with our partnered photo lab. In most cases, the photo lab will handle and resolve any concerns directly with you.

We truly appreciate your business and want to work with you to the best of our ability and resources from the time of order until it is received and satisfied.