

Returns & Refund Policy

At Magnetic Metal Prints, customer satisfaction is our priority. Each product is made to order with care and precision, especially for you. Because our items are custom-printed, we kindly ask you to review the following policy before placing your order.

1. Made-to-Order Policy

All our prints are made on demand. This means each item is produced specifically for you, based on your selected design and specifications. As a result, we are unable to accept general returns or exchanges due to customer error (e.g., incorrect design selection, color change, or size preference).

2. Damaged or Defective Items

If your order arrives damaged, defective, or with a production error, we will gladly replace it at no cost to you.

To request a replacement:

- Notify us within 7 days of receiving your order.
- Send an email to Deon@mmprints.co.za with your order number, a brief description of the issue, and clear photos of the damage or defect.

We will review your claim and respond within 2 business days.

3. Incorrect Orders

If you receive an item that does not match your order (e.g., wrong size, design, or product), please contact us within 7 days and we will resolve the issue promptly.

4. Returns Not Accepted

Due to the personalized nature of our products, we do not accept returns or offer refunds for:

- Buyer's remorse or change of mind
- Incorrect information provided during checkout
- Slight color variation (colors may appear differently on various screens)

5. Cancellations

Orders may only be canceled within 2 hours of purchase. After this time, production will have begun and cancellation is no longer possible.

6. Our Commitment

We take pride in delivering high-quality prints that meet or exceed your expectations. If you are unhappy with your order for any reason, please reach out — we are here to help and will always work with you to find a fair solution.

Contact Us

Email: deon@mmprints.co.za

Business Address: 538 Serene Street, Garsfontein, Pretoria, 0042