

COLOR ME LIKE THAT

Refund & Cancellation Policy

Effective Date: OCTOBER 1, 2026

Color Me Like That (CMLT) creates personalized products specifically for each customer. Because personalized books are created based on information, photographs, and customization submitted by the customer, the following refund and cancellation policy applies.

1. Order Cancellation

Customers may request cancellation within **24 hours of placing an order**, provided the order has not entered the personalization or production process.

Once artwork, personalization, printing, or production has begun, the order may not be cancelled for a refund.

2. Personalized Products

Because each Color Me Like That book is individually personalized, **personalized books are non-refundable once production has begun**, except when the error is caused by CMLT or the product arrives damaged.

3. Customer-Submitted Information

Customers are responsible for providing accurate:

- Child's name and spelling
- Photos
- Personalization information
- Shipping address
- Contact information
- Other information required to complete the order

CMLT is not responsible for errors resulting from incorrect or incomplete information submitted by the customer.

If a customer identifies an error in the information submitted before production begins, CMLT will make reasonable efforts to correct the order. Additional charges may apply if production has already begun.

4. CMLT Production Errors

If CMLT makes an error in personalization, printing, or production that differs from the approved order information, CMLT will, at its discretion:

- Correct and reproduce the affected book at no additional charge; or
- Provide another appropriate resolution.

The customer must notify CMLT of the issue within **5 days of receiving the product**.

5. Damaged Products

If a book arrives damaged, the customer should contact CMLT within **5 days of delivery** and provide photographs of the damaged product and packaging.

After reviewing the claim, CMLT may replace the damaged product at no additional charge.

6. Lost or Undeliverable Packages

Once an order has been shipped, CMLT will provide the applicable carrier tracking information.

If a package is lost, delayed, or marked delivered by the carrier, CMLT will work with the customer and/or shipping carrier to determine the appropriate next step.

CMLT is not responsible for delays caused by the shipping carrier, incorrect addresses supplied by the customer, weather, or circumstances outside CMLT's control.

7. Incorrect Shipping Address

Customers are responsible for providing a complete and accurate shipping address.

If an order is returned to CMLT because of an incorrect or incomplete address, the customer may be responsible for additional shipping charges before the order is reshipped.

8. Refund Processing

When a refund is approved, refunds will generally be issued to the original payment method.

Processing times may vary depending on the customer's bank or payment provider.

9. School Fundraising Orders

For school fundraising campaigns, refunds and cancellations must be processed before the fundraiser's final reconciliation whenever possible.

Refunded or cancelled orders will not be included in the calculation of the school's final fundraising proceeds.

10. Order Approval

For personalized orders, customers are responsible for reviewing any proof provided by CMLT before approving production.

Once a customer approves a proof and production begins, changes requested because of customer preference or customer-submitted errors may be subject to additional charges.

11. Contact

For questions regarding cancellations, refunds, damaged products, or order issues, contact:

Color Me Like That

Email: colormelikethat@gmail.com

Please include your **CMLT Order ID** when contacting us regarding an order.

CMLT Order ID Example: CMLT-2026-0001