

Spring Hill Laser Services - Return Policy

Returns will be processed on a case by case basis. Because all jobs that we do are custom, there must be a material defect during the printing or manufacturing of the product.

If you believe your job is defective, you must contact Spring Hill Laser Services (SHLS) in writing within six business days of receiving the order. If you do not contact us within the six business days the order will be considered satisfactorily completed. If you contact us within six business days, SHLS will then have five business days to investigate the claim. Once received, we may request the defective product back. If we do find that we have in fact supplied a defective product then we will:

1. Reprint the job in a timely manner or
2. Refund the original price of the order.

SHLS's sole responsibility is for the defective order. To the maximum extent permitted by law, SHLS is not responsible for any indirect, incidental, special, consequential or exemplary damage, including, but not limited to, damages for loss of profits, good-will use, date or other intangible losses resulting from the order.