



Return & Refund Policy

Effective Date: 17 February 2026 **Last Updated:** 17 February 2026

Cantorin is a brand of HelixOneGlobal (www.helixoneglobal.com). At Cantorin, all products are produced on-demand using our fulfilment partner, Printify. Printify is the contracting party responsible for fulfilment. This means each item is uniquely created only after you place your order. As a result, we do not accept returns or exchanges for reasons such as:

- Ordering the wrong size
- Ordering the wrong colour
- Change of mind after purchase

By placing an order, you acknowledge and accept this made-to-order policy.

If your product arrives damaged or contains a manufacturing error, we will provide either a **free reprint** or a **full refund**. To qualify, you must:

- Contact us within **30 days of delivery**
- Submit a clear photograph showing the defect or damage
- Complete our issue reporting form

Important: You do not need to return the damaged product to us.

2.1 Multiple Affected Items

If multiple products with the same design are affected by the same issue, we may require a photograph or video showing all affected items in a single frame for verification purposes.

For Direct-to-Garment (DTG) printed products, there is an industry-standard tolerance of **0.5 inches (1.27 cm)** for print placement. Minor variations within this tolerance are not considered manufacturing defects and do not qualify for reprints or refunds.

If your order cannot be successfully delivered due to an incorrect address, failed delivery attempts, or courier issues, you may choose one of the following options:

- **Reprint:** We can produce and ship a replacement item. Additional shipping charges will apply.

- **Partial Refund:** We will issue a partial refund, deducting production and original shipping costs.

If your claim is approved, refunds are issued back to the **original payment source** used at checkout. Processing times vary depending on your bank or payment provider, but typically take **5-10 business days** after approval.

For payments made in currencies other than USD, any currency conversion, exchange-rate differences, or fees charged by your bank/payment provider are outside our control. Refunds will be processed to the original payment source rather than by alternative methods.

Note: Printify does not accept responsibility for orders where the customer selected the wrong size, colour, or product variant.

For customers in the **EU and Northern Ireland**, **Gildan 64000L** products come with a **2-year legal warranty** in line with **Directive 1999/44/EC**. This warranty applies to a lack of conformity (for example, manufacturing defects) that exists at the time of delivery or becomes apparent within 2 years, subject to applicable local rules and consumer rights.

This legal warranty is separate from (and does not limit) your statutory consumer rights. Where a valid warranty claim is accepted, the remedy may include repair, replacement/reprint, a price reduction, or a refund, depending on what is available and proportionate.

To make a warranty claim, please contact us via the process in Section 7 and include your order number and clear photos of the issue.

To report a problem with your order, please **submit an issue** with clear photos:

- Navigate to your order confirmation email
- Click the "Report an Issue" link, or contact us directly at shop@helixoneglobal.com
- Provide your order number and **clear photos** showing the issue (for example, the full item and close-ups of the defect/damage). For packaging-related damage, include photos of the packaging and shipping label where possible.
- For bulk orders or multiple identical items, we may require a **group photo or a single continuous video** showing all affected items together in one frame for verification.
- Our team will review your claim within **2-3 business days**

We cannot offer refunds or reprints for:

- Customer errors (wrong size, colour, or address provided)
- Minor print placement variations within the 0.5" tolerance
- Normal wear and tear after product use
- Issues reported more than 30 days after delivery

If you have questions about this Return & Refund Policy, please contact us at:

Cantorin Email: shop@helixoneglobal.com Website:

<https://www.youtube.com/@cantorin>

HONSON VENTURES LIMITED Email: gpsr@honsonventures.com Address: 3, Gnaftis House flat 102, Limassol, Mesa Geitonia, 4003, CY
This policy is designed to comply with UK Consumer Rights Act 2015 and EU Consumer Protection legislation while reflecting the made-to-order nature of our products.