



Sesh Space Legal & Trust Center

Sesh Space Order Support Policy

Order Help • Payment Proof • Issue Resolution

Effective Use	Support process for merch orders, payment questions, and delivery issues
Retention	Support records retained as needed for order processing, issue resolution, disputes, fraud prevention, accounting, and legal purposes
Support	support@seshspace.com

Important: Merch support is separate from Sesh Space app support. Customers should include complete order details, payment references, and photos where applicable so support can review issues efficiently.

1. Purpose

This Order Support Policy explains how customers should contact Sesh Space about merch orders, payment questions, fulfillment status, delivery issues, damaged items, incorrect items, and other order-related concerns.

2. Support Contact

Merch order support is available through support@seshspace.com. Customers should not use app reports, app appeals, or social-app moderation channels for merch order issues unless Sesh Space later adds a dedicated merch support flow.

3. Required Information

To avoid delays, support requests should include:

- Name used for the order
- Contact email or phone number used for the order
- Item name, size, color, quantity, and artwork option
- Payment method and payment confirmation reference
- Date payment was sent
- Shipping address if the issue concerns delivery
- Clear photos if the issue involves damage, defect, or incorrect item
- A short plain-language explanation of the problem

4. Payment Verification Issues

If a payment cannot be matched to an order, Sesh Space may ask for payment screenshots, platform transaction identifiers, username or handle used for payment, amount sent, date sent, and payment note. Sesh Space will not submit an order for production until payment is verified.

5. Production and Shipping Questions

Support may provide status updates when available from the fulfillment provider or carrier. Some provider or carrier delays may not have immediate detail. Tracking may be delayed or incomplete depending on the carrier.

6. Damage, Defect, or Incorrect Item Claims

Claims involving damage, defects, or incorrect items must follow the Returns and Refund Policy. Support may ask for additional photos, packaging images, measurements, or details needed to work with the fulfillment provider.

7. Response Time

Sesh Space will make reasonable efforts to respond to merch support requests in a reasonable timeframe. Response times may vary based on order volume, provider response time, weekends, holidays, or the complexity of the issue.

8. Support Limits

Sesh Space cannot guarantee that every issue will qualify for refund, replacement, cancellation, address change, or provider resolution. Support decisions depend on order records, payment verification, provider policies, carrier information, available evidence, and the applicable Sesh Space Merch policies.

9. Abuse of Support

Harassment, threats, fraudulent claims, abusive messages, chargeback abuse, or repeated bad-faith support requests may result in denial of support, cancellation of pending orders, or refusal of future merch orders.

10. Separation From App Support

Merch support is separate from Sesh Space app account support. A merch order does not require an app account, and app account status does not automatically determine merch support eligibility unless there is fraud, abuse, legal risk, or safety concern.

11. Contact

Order support questions should be sent to support@seshspace.com with all relevant order and payment information.