



Sesh Space Legal & Trust Center

Sesh Space Returns & Refund Policy

Defect-Only Returns • Evidence Required • Custom Items

Effective Use	Return, replacement, and refund rules for custom merch orders
Retention	Return and refund records retained as needed for support, disputes, fraud prevention, accounting, tax, and legal purposes
Support	support@seshspace.com

Important: Sesh Space Merch is custom-made after purchase. Returns and refunds are limited to eligible defects, damage, or incorrect items. Size preference, buyer remorse, and minor appearance variations are generally not eligible.

1. Scope

This Returns and Refund Policy applies to Sesh Space Merch. Because all merch is custom-made after purchase, returns and refunds are limited.

2. Strict Defect-Only Policy

Sesh Space Merch accepts returns, replacements, or refunds only for eligible issues such as defective items, damaged items, incorrect items, or production errors. Sesh Space does not accept returns for buyer remorse, incorrect size selection, color preference, changed mind, delayed delivery, or minor differences between mockups and final production.

3. Eligible Issues

An issue may be eligible for review if the customer received a materially defective item, the wrong item, the wrong design, the wrong size compared to the confirmed order, a damaged item, or an item with a significant production error.

4. Non-Eligible Issues

The following are generally not eligible for return, refund, or replacement:

- Incorrect size ordered by the customer
- Preference changes after ordering
- Minor color differences caused by screens, lighting, fabric, print method, or mockup variation
- Shipping delays outside Sesh Space control
- Orders shipped to an address provided incorrectly by the customer
- Damage caused by use, washing, wear, modification, or misuse
- Claims submitted without required proof or outside the support window

5. Reporting Window

Customers must report eligible issues within 7 days of delivery unless Sesh Space expressly allows a longer window. Late claims may be denied because fulfillment providers and carriers often limit the time available to investigate production or shipping issues.

6. Evidence Requirements

A complete claim should include the order name, item ordered, payment reference, delivery date, clear photos of the full item, close-up photos of the defect or damage, photos of packaging if shipping damage is alleged, and a short explanation of the issue.

7. Resolution Options

If a claim is approved, Sesh Space may offer a replacement, reprint, store credit, partial refund, or refund depending on the issue, provider response, item availability, and circumstances. Sesh Space determines the appropriate resolution in good faith.

8. Return Shipping

If a physical return is required, Sesh Space will provide instructions. Customers should not ship items back without instructions. Unauthorized returns may not be accepted or reimbursed.

9. Refund Method

Refunds, when approved, may be issued through the original payment method when feasible or through another agreed method. Payment platforms may take additional time to process refunds. Fees, holds, platform limits, or payment service rules may affect refund timing.

10. Fraud and Abuse Prevention

Sesh Space may deny claims that appear fraudulent, duplicated, altered, unsupported, abusive, or inconsistent with order records. Repeated false claims may lead to refusal of future orders.

11. Contact

Returns and refund requests should be sent to support@seshspace.com within 7 days of delivery with the required evidence.