



NO REFUND POLICY

Multi Content (Pty) Ltd

As a custom printing and manufacturing company, all products are produced specifically to each client's approved specifications. Once artwork has been approved, a quotation accepted, and manufacturing has commenced, **no refunds, cancellations, or order reversals will be accepted.**

This policy applies because materials, labour, machine time, and production resources are committed specifically to your order and cannot be recovered or reused for another customer.

Our policy:

- No refunds will be issued once manufacturing has started.
- Deposits and progress payments are non-refundable once production has commenced.
- Any changes requested after production has begun may result in additional costs and revised delivery dates.
- Customers are responsible for carefully checking and approving all artwork, spelling, colours, quantities, dimensions, and specifications before production begins.
- If a manufacturing defect or error caused by Multi Content is identified, we will, at our sole discretion, repair, replace, or reprint the affected items. This remedy replaces any right to a refund.

By accepting our quotation, paying the required deposit, or approving artwork for production, the customer acknowledges that they have read, understood, and accepted this No Refund Policy.

Multi Content (Pty) Ltd

Professional Printing • Diary Manufacturing • Notebook Manufacturing • Calendar Printing • Corporate Branding