



SendOutCards Policy on Refunds after Cards are Printed

This policy is to outline the course of action by SendOutCards LLC, a Greener Still Company, and its employees; in the event of user error on the side of the consumer and not with problems related to our website, machinery, or employee error. If a customer requests that we stop the fulfillment of their cards after the order has been placed and in the printing process (meaning no longer able to cancel in the Card History); for the reason of a mistake or multiple mistakes, made by the consumer (user error); SendOutCards will work with the customer in an attempt to stop the order before being mailed. If the order can be stopped, then a fee for this service will be collected to cover the expense of resources and initiate this process. This is due to the fact that the cards have already been printed.

Heartfelt Prompting Cards and any System Card, with less than 25 cards per order, can not be stopped once in the printing process.

The fee to stop the order is \$20 to initiate the process and then an additional \$.50 per card recycling fee for any cards that are not mailed out. If the cards cannot be stopped due to them being mailed out, none of the above mentioned fee will be charged.

Please remember, we can only issue refunds for cards that have not been mailed. Therefore, the customer must contact SendOutCards Customer Support as early as possible the day the order is being printed for us to be able to attempt to cancel any order of cards.