What is the CafePress Satisfaction Guarantee?
Shop from home with the comfort of knowing that your order is backed by a 100% Satisfaction Guarantee. This 30-Day Guarantee gives you plenty of time to check items for color, high-quality, and size for yourself, family and friends. If for any reason you need to return or exchange an item,* just contact our Customer Service department and we'll get your return started.

What is Print on Demand?
At CafePress we print each-and-every product you order on demand. Rather than having hundreds of each product gathering dust on a shelf (or worse, being out of stock of what you want), we've mastered high-quality on-demand printing. When you order something, we put our innovative presses to work and print it (usually within 24 hours).

What sort of printing processes does CafePress use?
Because printing on T-shirts is different than printing on SIGG bottles (which is different than printing on iPhone cases... etc.), we have many different printing processes in our arsenal at CafePress. We've pioneered each-and-every process to meet our unique requirements, and when needed our R&D team is ready to tweak a press to print on just about anything.
Want more info? Check out specifics on our printing processes.

Where are CafePress products printed?
CafePress prints most orders at our state-of-the-art production facility in Louisville, Kentucky. Measuring more than three football fields, this facility has hundreds of state-of-the-art printing presses perfectly matched for the 250+ products we print. With our convenient location near UPS's Louisville shipping hub, this also allows us to get orders shipped ASAP.

What is the CafePress return and exchange policy?
CafePress.com offers a 30-day money back guarantee on all products*. If you would like to return or exchange an item, please contact us to fill out a request form, and we'll send you instructions on how to send the item(s) back. Shipping charges are not refundable. For returns and exchanges fill out our request form.