

ORDER

CANCELLATION POLICY

Effective: January 19, 2026

At Hart Print, we strive to offer our customers a flexible, self-serve, and seamless order placement experience. To minimize disruptions to our printing operations, all order cancellations are subject to an assessment of the order's current status and any preparation work incurred to date.

This policy details Hart Print's procedures for processing order cancellations, whether initiated by the customer or due to a breach of agreed-upon payment terms and conditions.

I. Cancellations initiated by Customer

- Order cancellations made before invoice issuance (10 business days prior to print processing date) can be requested via the "Contact Us" section within the Customer's account portal. Provided that orders are canceled before such date, no cancellation fees will be incurred.
- Order cancellations submitted after invoice issuance (10 business days prior to print processing date) may be requested via the "Contact Us" section within the Customer's account portal. Hart Print will receive notification, and each request will be evaluated individually. Hart Print reserves the sole discretion to refuse the cancellation or accept it subject to a cancellation fee.

II. Cancellations for unpaid Orders

- Invoices for can orders (cans, lids, trays, packaging, samples, dunnage) will be issued ten (10) business days prior to the scheduled print processing date of Customer's Cans.
- Full payment is due to be received by the specified invoice due date. However, Customers are encouraged to review invoices promptly and arrange payment via Hart Print's automated payment platform ("Paystand") within eight (8) business days of receipt of such notification to avoid disruptions and cancellations.
- Failure to make full payment by the due date will result in the immediate and automatic cancellation of the entire order.