

# CAP Foundation Store – Terms & Conditions

Thank you for supporting the College of American Pathologists (CAP) Foundation. Every purchase through the CAP Foundation Store helps advance our mission to connect communities through pathology and support programs that improve health in communities across the country and around the world.

Please review the terms below, which apply to all purchases made through the Store (“Store”).

## About the CAP Foundation

The CAP Foundation is an independent 501(c)(3) nonprofit organization. Proceeds from Store educational purchases help fund charitable programs, including See, Test & Treat®, global pathology outreach, awards, and community initiatives. Store purchases are **not tax-deductible donations**, but every sale supports our mission.

## Print-on-Demand Production

Our merchandise is produced **on demand** through a third-party fulfillment partner. This allows us to offer more designs while reducing waste. Because items are custom-made:

- Orders are produced after purchase
- Production timelines may vary
- Items in the same order may ship separately
- Small variations in color, print placement, or material may occur

## Order Processing & Shipping

You will receive tracking information as soon as your order ships.

Once an order is accepted by the carrier, the CAP Foundation is **not responsible** for carrier delays, lost or stolen packages, or delivery errors. Customers should contact the shipping carrier directly for delivery-related issues.

## Replacement & Defect Policy

Because items are custom printed, we **do not** accept returns or exchanges for:

- Incorrect size, color, or personal preference
  - Buyer’s remorse
  - Normal wear and tear or damage from use

However, we will replace an item **at no cost** if it arrives:

- Defective
  - Damaged
  - Incorrect due to a printing, production, or fulfillment error

### How to request a replacement

You must contact us within **10 days** of receiving your order and provide:

1. Order number

2. Description of the issue
3. Photo(s) clearly showing the defect or error

If approved, the item will be **reprinted and shipped at no charge**.

Replacements will match the **original order exactly**.

Refunds are only issued when legally required or if a replacement is not possible.

## What Is Not Covered

The following are **not** eligible for replacement or refund:

- Incorrect size or fit selected by the customer
- Color differences caused by screen settings
- Slight variations in print placement or appearance
- Damage from washing, drying, or regular use
- Requests submitted more than 10 days after delivery

## Product Information & Availability

We make every effort to ensure that product images, descriptions, sizing charts, and availability are accurate. Because items are produced by third-party vendors, availability may change without notice.

## Pricing & Payment

Prices are listed in U.S. dollars and may be updated at any time. Payment is processed securely through our e-commerce platform or fulfillment partner. The CAP Foundation does not store customer payment information.

## Sales Tax

Applicable sales tax will be calculated at checkout based on your shipping address and current tax laws.

## Intellectual Property

All CAP Foundation names, logos, artwork, designs, photographs, and educational content are protected intellectual property. Merchandise is for personal use only and may not be copied, reproduced, or resold without written permission.

## Limitation of Liability

To the fullest extent permitted by law:

- The CAP Foundation is **not liable** for indirect, incidental, or consequential damages resulting from the purchase or use of Store merchandise.
- Our liability is limited to the replacement or refund (when applicable) of the item purchased.
- The CAP Foundation is not responsible for manufacturing, printing, or shipping errors caused by third-party vendors.

By purchasing from the Store, you agree to these limitations.

## **Privacy & Data Use**

Customer information is used only to process orders, provide updates, and improve the Store experience. We do not sell or share customer data.

For more information, please refer to our Privacy Policy.

## **Updates to These Terms**

The CAP Foundation may revise these Terms & Conditions at any time. Continued use of the Store after updates means you accept the revised terms.

## **Contact Us**

For questions about your order or replacement requests, please contact: [capfdn@cap.org](mailto:capfdn@cap.org)