

RETURN AND EXCHANGE POLICY

Cancellation Policy: No cancellations may be made after your schools deadline date. We will not cancel an order once it has been processed (after deadline date has past). The day of your schools deadline date, your purchase is processed and begins to be prepared for production and shipment. Therefore, due to the nature in which we process, design, and produce your order along with the need to purchase materials, we do not accept cancellation of any orders. PLEASE check over your order carefully, make sure that you have ordered your items just as you want them, as each item is embroidered to the specifications of each order.

Return Policy: Items from Cre8tive Conceptions are customized products and are free of material defects at the time of shipping, there are no return or exchange on any item(s). Please inspect your items upon delivery. If for some reason we have missed a problem, please let us know within 3 days of receipt. After 3 days, no replacements will be given. Embroidered fonts and twill colors can vary from one computer to another. We are not able to return or redo any item for mistakes entered by customer such as an incorrect graduation year, misspelling of a name or a size inputted by you the customer. However for a fee we can re sew a name or replace a graduation year. We cannot guarantee that a small hole from the removed stitches will not be visible. Personalized items are final sale.

DAMAGED MERCHANDISE

Please inspect your order immediately upon receipt. If you believe you have received merchandise from Cre8tiveconceptions.com that is damaged or incorrect (wrong style, size, or color), please contact us at cre8tiveconceptions@gmail.com within 3 days of delivery receipt - NO EXCEPTIONS. If we cannot replace your item(s) due to it's out of stock or just not in our inventory we will refund your payment to your card.

Once the damaged merchandise is reviewed and approved (a picture MUST be provided with proof of damage). If for some reason we cannot get the damage item(s) from you.

DELIVERED BUT NOT DELIVERED

All of our shipments include Tracking with a signature of Delivery Confirmation. If the tracking information confirms that the item has been delivered to your order **shipping address**, but you have not received your order, please contact couriers at numbers below in order to investigate this issue. We cannot be held accountable for packages where tracking information states the package has been delivered to your order address, or several delivery attempts has been made. If we have to resend your order you (the customer) will be responsible for another shipping fee.

SHIPPING

We ship all school orders in bulk shipment, unless we have ordered items in house at the time of ordering. All of our shipments include Tracking with a signature of Delivery Confirmation. Note our shipping date is usually 7-10 days AFTER your school's deadline date.

COURIER PHONE NUMBERS:

COURIER	PHONE	GET HUMAN INSTRUCTIONS
USPS	1-800-275-8777	Press 0 , then 0, then press 5, then 5, then 2