

RETURN POLICY

Last updated May 3rd, 2021

Thank you for your purchase. I hope you are happy with your order. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or store credit, under terms and conditions. Please see below for more information on the terms and conditions and requirements on our return policy.

RETURNS

All accepted returned items must be in new and unused condition, within 28 days of purchase. Unfortunately, at the moment I am not accepting returns for any items shipped outside of the UK.

RETURN PROCESS

To return an item, please email customer service at aclaycreation@gmail.com. I will then get back to you regarding the issue, give you the correct address to return the item to and advise you further. Please place the item securely in its original packaging alongside the Return Form that will be provided and mail your return to the address. All information on where / how / who to post will be provided via email or other contact information if provided and preferred. Return shipping charges will be paid or reimbursed by us.

REFUNDS

After receiving your return and inspecting the condition of your item, we will process your return. Once the return has arrived back to us, a confirmation email stating the date and confirmation will be sent. Please allow at least seven (7) working days from the date of your item arriving back to process your return. Refunds may take around five (5) working days to process through the banks, depending on your banking company. We will notify you again by email when your return has been processed. A refund may be issued to you if an item received has been broken during shipping or constructed poorly and in an usable condition or an otherwise similar situation, without returning the item.

REPLACEMENTS

A replacement item may be sent out depending on the situation; if the item is being returned and not being refunded. A replacement will be sent out with shipping costs covered by us.

EXCEPTIONS

The following items **cannot** be *returned*:

- Any order sent outside of the United Kingdom (this is England, Wales, Scotland and Northern Ireland.)
- Clearance Sale items are FINAL SALE and cannot be returned. They will be marked clearly 'Clearance'.
- Items that were purchased more than 28 days ago from the current date.
- Items opened and used in a not faulty or broken, or in a poor condition from more than 28 days of purchase.
- Items found to be falsely claimed as unusable from malicious damage.

IF RETURNING: Send the item back to the correct address given from a clay creation ONLY. Please ensure the item or packaging does not contain any hazardous, harmful or bodily fluids. An inspection of a claimed faulty / wrong item will happen once the original item has been returned. Upon finding the claim to be correct, the replacement or refund will then be processed. See above for further details. Under a clay creation's discretion and circumstance at the time, you may be able to keep any items sent incorrectly as a gesture of goodwill. Please note this may not always be the case. Please send the item back in a suitable packaging if original equipment cannot be used, to ensure no damage is caused during the return shipping process.

QUESTIONS

If you have any questions concerning our return policy, please contact us at: aclaycreation@gmail.com