

# Refund Policy

Thanks for shopping at [www.madebycreativelabel.com](http://www.madebycreativelabel.com). If you are not entirely satisfied with your purchase, we're here to help.

## Returns

You have 15 calendar days to return an item from the date you received it. To be eligible for a return, you must have the receipt or proof of purchase. Your item must be unused and in the same condition that you received it. If that is not the case and you have used or damaged your item but still would like to return it, please send us an email stating your reasons and we will answer you whether a refund will be granted.

## Refunds

Please send us an email at [shop@madebycreativelabel.com](mailto:shop@madebycreativelabel.com) to inform us about your return and don't forget to add the details of your returning item. You will then receive a reply from us with instruction on how to return your item. Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

## Late or missing refunds

If you haven't received a refund two weeks after our notification of the refund, first check your bank account. Often there is some processing time before a refund is posted.

Then contact your credit card company as it may take some time before your refund is officially posted.

If you've been in contact with both the bank and the creditcard company and you still have not received your refund yet, please contact us at [shop@madebycreativelabel.com](mailto:shop@madebycreativelabel.com).

## Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the buyer had the order shipped to themselves to give to you later, we will inform the buyer about your return and send a refund to the buyer directly.

## Returning the item

Unfortunately you will be responsible for paying for your own transport costs for returning your item. Those transport costs are non-refundable.

We advise you to consider using a trackable transport service or purchase a transport insurance as we cannot guarantee that we will receive your returned item.

## Contact Us

If you have any questions on how to return your item to us, contact us via email:  
[shop@madebycreativelabel.com](mailto:shop@madebycreativelabel.com)