

Shipping:

If you require any help with your order, please don't hesitate to contact us. We will make everything possible to answer your message the same day.

We offer FREE DELIVERY on all UK orders. Products in stock will be dispatched within 1-3 working days according to our stock. We'll let you know as soon as possible if there is a delay with your order.

Products made to order will be dispatched within 1-2 weeks.

Orders over £50 will be sent via recorded delivery (signature required).

At The Creative Upcycler, we are totally transparent with the cost you incur as a customer. In case of your absence and the parcel is returned to the courier, it is the customer's responsibility to pick it up at the depot or make arrangements for a new delivery. In the case of a parcel being sent back to The Creative Upcycler by the courier company, the customer will pay for the recorded delivery costs.

Cancellation & Returns Policy:

Only products in stock can be refunded. Unless faulty, the following products ARE NOT eligible for return/refund: Made to order, bespoke and personalised items.

. We do not accept cancellation.

. If you are unhappy with your item, you will need to contact The Creative Upcycler as soon as possible and within 14 calendar days of delivery.

. After refund is agreed you'll receive a full refund for the item minus a 30% restocking fee and any shipping charges I have incurred.

. If the product has already been dispatched, you will need to make arrangements to return it otherwise we will cancel your order.

. Products must be returned as they were delivered, boxed and sufficiently protected, and in the same condition as they were received. Half of the box or partial products cannot be returned.

. You can ask for a return using the contact form within 14 days of receiving your order or sending an email to lau@thecreativeupcycler.co.uk. Once we have been in contact and agreed for a return, simply return the item to us in its original condition within 14 days of receipt. We will then process a refund by the same way you paid for your order.

. We are a small, ethical business working for our planet, giving our customers a detailed description of the products beforehand, and therefore we do not refund postage or pay for return postage.

. Goods will only be accepted for return if they are dispatched within 14 days of delivery.

. The item is your responsibility until it reaches us. Therefore for your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

- . Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value.
- . Delivery charges are only refundable where goods are proved faulty and a refund is made.
- .. and remember if you are happy with your purchase, let us know as well. :)

Last updated: 25/03/2019