

Creativi'T Refund and Exchange Policy



We have a 14-day return policy, which means you have 14 days from the date your item is delivered to request an exchange or refund.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, and in its original packaging.

To start a return, you can contact us at admin@creativi-t-store.com. If your return is accepted, we'll send you instructions on how and where to send your package.

We will not accept items sent back to us without requesting a return first.

Exchanges

We offer exchanges, subject to the exceptions listed above and within our terms and conditions. Contact us at to initiate the process.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process the refund.

Damages and issues

Please inspect your order upon arrival and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can try to resolve any issues.

Exceptions / non-returnable items

Certain types of items cannot be returned - personalised items, edible/perishable item, and beauty products. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items.

Before processing an order cancellation/refund/exchange why don't you get in touch and we will try to help you out, you can always contact us for any return question at admin@creativi-t-store.com.

