



Destined 2 Create

LUXURY HANDMADE CARDS AND GIFTS

RETURNS, REFUNDS, AND EXCHANGE POLICY

ORDER CANCELLATION

- If you'd like to cancel a non-bespoke or non-sale order, please contact us within **1 hour** of placing your order at hello@destined2create.co.uk.
- If your order hasn't been shipped yet, we'll be happy to cancel it for you. Once shipped, cancellations are no longer possible, and the standard return/exchange policy will apply.

RETURNS & EXCHANGES

- **Acceptance:** We accept returns and exchanges within 5 days of delivery.
- **Conditions:** Items must be returned in their original, unused condition and with all original packaging.
- **Customised or Personalised Items:** Due to their nature, personalised or custom orders are not eligible for return or exchange unless they arrive damaged or defective.
- Sale orders - These are also non-refundable.

HOW TO REQUEST A RETURN OR EXCHANGE

1. Contact us at hello@destined2create.co.uk within 3 days of receiving your order.
2. Include your order number, reason for return/exchange, and photos if applicable.
3. We will provide instructions and a return address.

RETURN SHIPPING

- Customers are responsible for paying their own postage to return the item, unless the item is damaged, defective, or incorrect.
- We recommend using a trackable shipping service or purchasing shipping insurance for returns.



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PROCESSING YOUR RETURN OR EXCHANGE

- Once we receive the returned item and verify its condition, we will process your refund or exchange promptly.
- Refunds will be issued to the original payment method.
- Refunds will be processed within 5 days of receiving the returned item.

REFUND POLICY

- Damaged or Defective Items: If your item arrives damaged or defective, please contact us within 3 days of receipt with photos of the issue. We will work with you to resolve the problem, which may include a full refund or replacement.
- Unwanted or Change of Mind: We understand that circumstances can change. If you decide you no longer want the item, we are happy to offer a refund. Please note:
 - > The refund will be issued excluding the original shipping cost, where applicable.
 - > Customers are responsible for paying their own postage to return the item.
 - > Returned items must be in their original, unused condition and received within 5 days of the cancellation request.
- Processing Time: Refunds will be processed within 5 days after we receive and inspect the returned item.

ADDITIONAL NOTES

- We reserve the right to refuse returns or exchanges that do not meet the above conditions.
- Please ensure your item is securely packaged to avoid damage during return shipping.
- If you have any questions or need assistance, please contact us at hello@destined2create.co.uk.