

Crafty Penguin Returns Policy

If you are not completely satisfied with your purchase of one of my products please contact me via email so I can resolve the problem.

Returns are possible. If your product is not exactly what you were expecting you can return your item within 14 days of receipt. Return shipping fees are done by the buyer. You must return your product by registered mail and have a tracking number for the package. Returns that are not tracked will not be accepted.

Damages. If the product has been damaged during delivery please send an email with a photograph of the damaged product and packaging so that this can be dealt with in a prompt manner.

Exchanges. If you are wanting to exchange your product then the buyer is responsible for the shipping costs incurred.

22nd May 2018