Returns & Refunds Policy

Ellie B Creations
Last updated: 10th September 2026

This policy explains cancellations, returns and refunds for consumer orders from Ellie B Creations. Most of our products are physical items, with a small selection of digital products. Please read it alongside our Terms & Conditions. Nothing in this policy limits your statutory rights.

1. Contact us about an order

Email ellie.burnett@outlook.com with your order number or other proof of purchase and details of your request. For a problem with an item, a description and photographs, where available, help us investigate. Photographs are not an absolute condition of your legal rights.

We create and design our products and remain responsible for your order. PrintPond prints, laminates and binds our storybooks from the PDFs we design, then sends them to us before we dispatch them to you. Please contact Ellie B Creations about returns or faults; do not return items to PrintPond. We no longer use Printful.

2. Changing your mind: non-personalised physical goods

For eligible online orders, you can cancel without giving a reason from the time you order until 14 days after the day you or your nominated recipient receive the goods. If goods ordered together arrive separately, the cancellation period normally runs from receipt of the last item. These are calendar days, not our production working days; statutory rules extending deadlines that fall on weekends or bank holidays apply.

Making or printing a standard product only after an order is placed does not, by itself, remove your cancellation right. For eligible goods, this right also applies if you selected the wrong standard product, size or colour, or simply no longer want it. Sale items have the same statutory rights.

Tell us clearly by email or post that you wish to cancel before the deadline. You may use the optional cancellation form on page 3, but any clear cancellation statement is sufficient. You do not need our approval to exercise a statutory cancellation right.

3. Returning eligible goods

Send the goods back within 14 days after telling us you are cancelling. Please contact us promptly for the full return address and practical arrangements, and package the items securely. This request does not make your cancellation conditional on our reply or remove your rights if we delay responding.

You pay direct return postage for a change-of-mind return, unless we agree otherwise. We cover reasonable return costs for faulty, damaged or incorrectly supplied goods. Keep proof of posting; a tracked service can be helpful, but is not compulsory.

You may inspect goods as you reasonably would in a shop. Where legally permitted, we may deduct for loss of value caused by handling beyond what is necessary to establish their nature, characteristics and functioning. We do not apply an automatic restocking fee or require unopened packaging for every return.

4. Refunds for eligible cancellations

For a full eligible cancellation, we refund the product price and any charge for our least expensive standard delivery option. We do not have to refund the extra cost of an upgraded delivery service. Where standard delivery was included in the product price, we do not deduct an invented outward postage charge.

We refund within 14 days of receiving your cancellation, but may withhold payment until we receive the goods or evidence you sent them back, whichever is earlier. Where we withhold payment on that basis, we refund within 14 days of that earlier event. Refunds go to the original payment method unless you agree otherwise, with no refund fee.

5. Personalised goods and cancellation exceptions

The statutory change-of-mind cancellation right does not apply to goods made to your specifications or clearly personalised. Examples include a storybook containing your chosen name, invitations printed with your event details, or a card with your own message. This exception can apply before production begins.

If you want to cancel or change a personalised order, contact us as soon as possible. We will confirm whether we can agree to the request and explain any proposed cost before you agree. This does not restrict cancellation rights that apply to ordinary non-personalised goods.

Other legal exceptions can apply to goods liable to deteriorate or expire rapidly, and sealed goods that genuinely cannot be returned for health or hygiene reasons once unsealed. We do not treat all confectionery or all opened products as automatically exempt. Any applicable exception will be explained before purchase.

These exceptions only concern changing your mind. Your rights relating to faulty, damaged, misdescribed or incorrectly supplied goods remain, including for personalised products.

6. Personalisation errors and appearance

Please check the details you supply and any proof you approve. If we accurately reproduce an error in your supplied or approved wording, that error does not itself make the product faulty. Contact us promptly if you notice a mistake so we can discuss what is possible. We remain responsible for errors we introduce or a failure to follow the agreed design.

Slight colour differences between screens and printed materials, or small handmade variations, can occur. They do not excuse a material difference from the description, poor quality or another defect. Please contact us if the finished product does not match what was agreed.

7. Faulty, damaged or incorrect goods

Goods must be of satisfactory quality, fit for their agreed purpose and as described. Please tell us promptly if something is wrong so we can help. **There is no blanket 14-day deadline for reporting faults.** Your remedy is determined by your legal rights, not solely by our discretion.

You normally have a short-term right to reject faulty physical goods for a refund within 30 days of delivery, subject to the legal rules, including a shorter period for goods expected to perish sooner. After that, you may be entitled to a repair or replacement free of charge, within a reasonable time and without significant inconvenience.

If repair or replacement is unavailable, unsuccessful or not provided as required, you may be entitled to a price reduction or to reject the goods for a refund, subject to any lawful deduction. Your rights can continue beyond the initial 30 days; that period is not a product warranty limit.

We will arrange appropriate return or collection and cover reasonable costs where goods are faulty, damaged or incorrect. Please keep the goods and packaging while we discuss arrangements, where practicable. A refund due on rejection is made without undue delay and within 14 days after we agree that you are entitled to it. We will not substitute store credit for a statutory refund unless you agree.

8. Missing or delayed deliveries

Contact us if your order has not arrived within the expected turnaround. We will investigate with the carrier; you do not have to pursue a carrier claim yourself. We remain responsible for goods sent through our delivery services until you or your nominated recipient take physical possession.

For late delivery, you may set an appropriate additional deadline and cancel if it is missed. In cases where the law allows, including refusal to deliver or missing an essential agreed deadline, you may cancel immediately. We will provide the refund or other remedy required by law. See our Shipping & Delivery Policy for turnaround estimates.

9. Digital products

Our small digital range is supplied electronically. Ready-made downloads are normally available after payment; personalised digital work follows the stated or agreed timescale. Digital products are not subject to physical return postage.

You normally have 14 days from the day after the digital contract is made to cancel. To begin supply during this period and end that cancellation right, we must first obtain your express consent to early supply and your acknowledgement that you will lose the right once supply begins. We must confirm this in a form you can save. Agreeing to this policy alone is not that consent. If the required conditions are not met, your cancellation rights remain.

If an eligible digital cancellation is made, any refund due is paid within 14 days of being told of the cancellation. There is no blanket rule that every downloaded product is non-refundable.

Digital content must be of satisfactory quality, fit for purpose and as described. If it is faulty, you may be entitled to repair or replacement, or a price reduction, potentially up to a full refund, under the applicable rules. If defective content damages your device or other digital content because we failed to use reasonable care and skill, you may be entitled to repair or compensation.

For access or download problems, check your order email and spam or junk folder, then contact us with the order details and any error message. We will help you access the purchased files. Technical problems do not remove your statutory rights.

10. Separately purchased design services

If you buy a separate design service, you normally have 14 days after the contract is made to cancel. We only start during that period at your express request. If you then cancel, a proportionate payment for work already supplied may be due where the required information was given. The cancellation right ends on full performance only if you expressly requested the early start and acknowledged that consequence.

This does not create a separate design charge for an ordinary product purchase. Any separate service and fee must be agreed in advance. Services must be performed with reasonable care and skill; you may be entitled to repeat performance or a price reduction where legal requirements are not met.

11. Contact and correspondence

Ellie Burnett trading as Ellie B Creations
Email: ellie.burnett@outlook.com
Correspondence address: Blackwater Way, Didcot, Oxfordshire OX11 7RL

Please email for the full parcel return address before posting goods. We will work with you to resolve concerns fairly. This policy applies alongside our Terms & Conditions and does not reduce any mandatory consumer protections that apply to your order.

Optional cancellation form

Use this only if you wish to cancel a contract for which a cancellation right applies. Send it to Ellie Burnett trading as Ellie B Creations using the email or correspondence details above. You may instead send any other clear statement of cancellation.

I/We hereby give notice that I/We cancel my/our contract for the following goods or services:
Goods/services and order number: _____
Ordered on / received on: _____
Customer name(s): _____
Customer address: _____
Signature (only if sent on paper): _____ Date: _____