

Terms and Conditions

Last Updated: 2nd July 2026

1. Introduction

Welcome to Ellie B Creations.

These Terms and Conditions govern your use of our website and the purchase of products from us. By using this website or placing an order, you agree to be bound by these Terms and Conditions.

If you do not agree with these Terms and Conditions, please do not use this website.

2. About Us

Ellie B Creations is operated by Ellie Burnett as a sole trader in the United Kingdom.

For any questions regarding these Terms and Conditions, please contact:

Email: ellie.burnett@outlook.com

3. Eligibility

By using this website and placing an order, you confirm that:

- You are at least 18 years old; or
- You have permission from a parent or guardian to use this website and make purchases.

4. Products and Services

Ellie B Creations offers a range of products, including:

- Physical products
- Print-on-demand products
- Digital downloads
- Printable products

All product descriptions, images, and prices are provided in good faith. We reserve the right to update, modify, or discontinue products at any time without notice.

5. Pricing and Payment

All prices displayed on the website are shown in Pounds Sterling (£).

Payment must be received in full before an order is processed.

We accept payment through approved payment providers, including PayPal and card payment services available through Wix.

We reserve the right to refuse or cancel orders where payment cannot be processed or where fraudulent activity is suspected.

6. Physical Products

Many physical products sold through Ellie B Creations are produced and fulfilled by our print-on-demand fulfilment partner, Printful.

Because products are made to order:

- Production begins shortly after an order is placed.
- Product colours and appearance may vary slightly from how they appear on different screens and devices.
- Minor variations in print placement, colour, or finish do not automatically qualify as defects.

7. Shipping and Delivery

Delivery times are estimates only and may vary depending on location, carrier delays, seasonal demand, customs processing, or circumstances beyond our control.

Ellie B Creations is not responsible for delays caused by postal services, couriers, customs authorities, or other third parties.

Customers are responsible for ensuring that shipping information is accurate at the time of purchase.

8. Digital Products

Digital products are supplied electronically and are intended for personal use only.

Upon purchase, customers are granted a non-exclusive, non-transferable licence to use the digital product for personal purposes.

Customers may not:

- Resell digital products
- Redistribute digital products
- Share download files with others
- Upload products to file-sharing websites
- Use products for commercial purposes
- Modify products for resale or distribution

Customers are responsible for downloading and backing up their purchased files after delivery.

9. Intellectual Property

All content available through Ellie B Creations, including but not limited to:

- Artwork
- Illustrations
- Designs
- Graphics
- Product concepts
- Digital downloads
- Text and branding

remains the intellectual property of Ellie B Creations unless otherwise stated.

No content may be copied, reproduced, distributed, sold, republished, or used commercially without prior written permission.

10. Returns and Refunds

Physical Products

Due to the made-to-order nature of our products, returns are only accepted where items are:

- Damaged
- Defective
- Incorrectly supplied

Any issues must be reported within **14 days of delivery**.

Where possible, customers may be asked to provide photographs showing the issue.

If a claim is approved, we may offer:

- A replacement product
- A refund
- Another suitable resolution at our discretion

Digital Products

Due to the nature of digital products, refunds are generally not available once the product has been delivered or downloaded.

Exceptions may be made where required by law.

11. Order Cancellations

Orders may only be cancelled before production has begun.

Once production has started, cancellation may no longer be possible due to the made-to-order nature of our products.

12. Customer Accounts

Where customer accounts are available, users are responsible for maintaining the confidentiality of their login credentials.

Customers are responsible for all activity carried out through their account.

We reserve the right to suspend or terminate accounts where misuse, fraud, or unlawful activity is suspected.

13. Limitation of Liability

To the fullest extent permitted by law, Ellie B Creations shall not be liable for:

- Indirect or consequential losses
- Loss of profits
- Loss of business opportunities
- Loss of data
- Delays caused by third parties

Nothing in these Terms excludes liability where exclusion is prohibited by law.

14. Privacy

Your use of this website is also governed by our Privacy Policy, which explains how we collect, use, and protect personal information.

15. Force Majeure

Ellie B Creations shall not be responsible for any delay or failure to perform obligations where such delay or failure results from events beyond our reasonable control, including but not limited to:

- Natural disasters
- Postal disruptions
- Supply chain interruptions
- Power outages
- Internet failures
- Government actions
- Public health emergencies

16. Changes to These Terms

We reserve the right to update these Terms and Conditions at any time.

Any changes will take effect immediately upon publication on the website.

17. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

18. Contact

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Email: ellie.burnett@outlook.com