

Returns & Refunds Policy

Last Updated: 2nd July 2026

Thank you for shopping with Ellie B Creations.

As many of our products are made to order and our digital products are delivered instantly, please read this policy carefully before making a purchase.

Physical Products

Many of our physical products are produced and fulfilled by our print-on-demand partner, Printful.

Because products are made specifically for each order, we do not accept returns or offer refunds for:

- Change of mind
- Ordering the wrong product, size, or colour
- Incorrect information provided during checkout
- Minor variations in colour or appearance caused by screen settings

Damaged, Defective, or Incorrect Items

If your order arrives:

- Damaged
- Defective
- Incorrect

please contact us within **14 days of delivery**.

To help us investigate and resolve the issue, please include:

- Your order number
- A description of the issue
- Clear photographs showing the problem

Once reviewed, we may offer:

- A replacement item
- A refund
- Another suitable resolution

The resolution offered will depend on the nature of the issue.

Lost Deliveries

If you believe your order has been lost during transit, please contact us as soon as possible.

We will work with our fulfilment and delivery partners to investigate the issue and determine an appropriate resolution.

Order Cancellations

Orders may only be cancelled before production begins.

As products are made to order, cancellation may not be possible once production has started.

If you need to cancel an order, please contact us as soon as possible after placing it.

Digital Products

Due to the nature of digital products, all sales are generally final.

Refunds are not available once a digital product has been delivered or downloaded.

This includes:

- Printable products
- Journals
- Planners
- Colouring books
- Templates
- Digital downloads

Exceptions may be made where required by law or where a product is found to be faulty.

Download Issues

If you experience any problems accessing or downloading a digital product, please contact us and we will do our best to assist you.

Contact Us

For any questions regarding returns, refunds, damaged items, or download issues, please contact:

Email: ellie.burnett@outlook.com

We aim to respond to enquiries as quickly as possible and will work with you to resolve any genuine issues fairly.