Terms & Conditions

Ellie B Creations
Last updated: 10th September 2026

1. About us and these terms

Ellie B Creations is operated by Ellie Burnett, a sole trader in the United Kingdom. These terms apply to consumer purchases from elliebcreations.co.uk and bespoke orders agreed directly with us. Please read and save a copy before ordering. Nothing in these terms limits your statutory consumer rights.

Email: ellie.burnett@outlook.com
Business postal address: Blackwater Way, Didcot, Oxfordshire OX11 7RL

These terms, the product description and any details expressly agreed for your order form your contract with us. Our Shipping & Delivery Policy provides further delivery information. Our Returns & Refund Policy and Digital Product Licence should be read alongside these terms; they cannot reduce the rights explained here or your legal rights.

2. Our products

We create and design all our products. Most of our range consists of physical products, including personalised gifts and stationery, with a small selection of digital products. Product listings identify what is included, quantities, sizes and whether the purchase is physical or digital.

We prepare physical products ourselves. Our only outsourced production is storybook printing, laminating and binding by PrintPond. We supply the completed storybook PDF that we design. PrintPond sends the finished books to us first, and we arrange delivery to you. Your contract is with Ellie B Creations, and we remain responsible for your order. We no longer use Printful.

We aim to show products accurately. Screens and printing materials can cause slight colour differences, and handmade finishes may vary slightly. These variations do not excuse goods that are faulty, materially different from their description or otherwise fail to meet legal standards.

3. Placing an order and payment

Orders must be placed by someone aged 18 or over, or by a parent or guardian on behalf of a younger customer. Please review your basket, personalisation details and delivery address before paying. Our order process and contracts are in English.

Prices are in pounds sterling (£) and include applicable taxes. Any delivery charge and optional extras are shown before payment. We normally require full payment before processing an order, using the payment options offered at checkout, including PayPal and Wix card payment services.

Your order is an offer to buy. We accept it when we confirm acceptance by email or begin fulfilling it, whichever happens first. An automated acknowledgement alone does not confirm acceptance unless it says so. If we cannot accept an order, we will tell you and promptly refund any payment taken. For an obvious pricing error, we will contact you before accepting the order so you can confirm the correct price or cancel. We will not charge more without your agreement.

4. Personalisation, proofs and bespoke requests

Please supply accurate names, dates, wording, photographs and other requested details. Where we send a design proof, check spelling, layout and all personalisation carefully before approving it. Approval authorises production of that design. Time awaiting information or approval can extend the turnaround.

If we faithfully reproduce incorrect details you supplied or approved, that error does not itself make the product faulty. This does not excuse errors we introduce, a failure to follow the agreed design, or other defects. Contact us promptly about changes; we will explain whether they are possible and agree any additional cost before proceeding.

A bespoke enquiry or submission through our requests portal is not a confirmed order. We will agree the design scope, price, included revisions and estimated timescale before you commit. Any separately charged design service will be identified in advance; its cancellation rights are explained in section 8.

You must have permission to use any material you provide, including photographs, logos and text, and appropriate authority to provide another person's details. You give us permission to use that material only as needed to design, produce and supply your order, including sending the finished storybook PDF to PrintPond where relevant. You retain your rights in your own material. We may decline unlawful or infringing content.

5. Delivery and turnaround

Most UK physical orders: approximately 5-7 working days in total, including production and delivery. Most products are sent by Evri, usually taking 2-3 working days after dispatch.

Flatter products: greeting cards, invitation packs of 10 or 25, keyrings and badges are normally sent by Royal Mail 2nd Class, usually taking around 3 working days after dispatch. Total turnaround is approximately 5-7 working days. Invitation quantities above 25 use Evri.

Storybooks: approximately 10 working days in total, including design/production, PrintPond printing and finishing, delivery to us and onward delivery to you by Evri. Carrier transit time is included in these totals, not added afterwards.

Working days for our estimates are Monday to Friday, excluding UK bank holidays. Turnaround starts once payment and the information needed to produce your order have been received; any required proof approval must also be given before production. A different timescale for a bespoke or larger order will be agreed with you. Estimates are not guaranteed delivery dates. Please tell us before ordering if delivery by a particular date is essential.

Available destinations and delivery charges are shown at checkout. UK estimates do not apply to international deliveries; any international service offered will have its own estimate. Local import charges not collected at checkout may be payable under the destination country's rules.

Please contact us about delays, loss, damage or an incorrect address. We will investigate delivery problems and provide the remedy required by law. Goods sent through our carriers remain our responsibility until you or your nominated recipient take physical possession. We deliver within the agreed period, or without undue delay and within 30 days if no other period is agreed. If delivery is late, you may set an appropriate additional deadline and cancel if we miss it. You may cancel immediately where the law allows, including where we refuse delivery or miss an essential agreed deadline.

6. Cancelling ordinary physical orders

For eligible online purchases of non-personalised goods, you may cancel without giving a reason from the time of ordering until 14 days after the day you or your nominated recipient receive the goods. For goods ordered together and delivered separately, the period normally runs from receipt of the last item. Being made or printed only after ordering does not, on its own, remove this right.

To cancel, email or write to us using the details in section 1 with a clear statement that you wish to cancel. You may use the optional form at the end of these terms, but do not have to. Sending your cancellation before the deadline is sufficient. Please include enough information to identify your order.

Return the goods within 14 days after telling us you are cancelling. Please contact us for return arrangements and package items securely. You pay the direct return postage for a change-of-mind cancellation, unless we agree otherwise. We pay reasonable return costs for faulty, damaged or incorrectly supplied goods.

For a full eligible cancellation, we refund the price paid and the cost of our least expensive standard delivery option, if charged. We do not have to refund the additional cost of an upgraded delivery service. Refunds use the original payment method unless you agree otherwise and carry no refund fee.

We refund within 14 days of being told of the cancellation, but may withhold the refund until we receive the goods back or evidence that you sent them, whichever is earlier. Where that applies, we refund within 14 days of that earlier event. We may deduct for diminished value caused by handling beyond what is needed to establish the goods' nature, characteristics and functioning, where legally permitted. There is no automatic restocking fee.

7. Personalised goods and other cancellation exceptions

The statutory change-of-mind cancellation right does not apply to goods made to your specifications or clearly personalised, such as a storybook containing a supplied name or a card printed with your chosen message. This exception can apply before production starts. Contact us as soon as possible if you wish to cancel or change such an order; we will confirm whether we can agree to do so and on what terms.

Other legal exceptions may apply to goods liable to deteriorate or expire rapidly, and sealed goods unsuitable for return for genuine health or hygiene reasons once unsealed. We do not treat all confectionery, all opened products or all made-to-order goods as automatically exempt. Any applicable exception will be explained for the product before purchase.

These exceptions concern changing your mind only. They do not remove your rights where goods are faulty, damaged, misdescribed or incorrectly supplied.

8. Separately agreed design services

If you buy a separate design service, you normally have 14 days after the contract is made to cancel it. We will only start during that period at your express request. If you then cancel, you may have to pay a proportionate amount for work supplied before cancellation, provided we gave the required information. You lose the cancellation right after full performance only if you expressly requested the early start and acknowledged that consequence. This clause does not create a separate design fee for an ordinary product order.

9. Faulty, damaged or incorrect products

Physical goods must be of satisfactory quality, fit for their agreed purpose and as described. Please contact us if something is wrong. Your rights apply to personalised products and sale items too. We may request reasonable evidence of purchase and photographs where helpful, but we do not impose a 14-day reporting limit on faults.

For faulty physical goods, you normally have a short-term right to reject them 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 repair or replacement at no cost, within a reasonable time and without significant inconvenience. If that remedy is unavailable, unsuccessful or not provided as required, you may be entitled to a price reduction or final rejection and refund, subject to lawful deductions where applicable.

Contact us to arrange return or collection. A refund due on rejection of faulty goods will be made without undue delay and within 14 days after we agree you are entitled to it. We cannot replace your statutory remedy with store credit unless you agree.

10. Digital products and cancellation

Our small digital range is supplied electronically, with no physical item or postage unless expressly stated. Ready-made files are normally available after successful payment. Personalised digital work follows the listing or agreed timescale. Check the stated file format, software and printing requirements before purchase; contact us if anything is unclear or files cannot be accessed.

Digital content normally has a 14-day cancellation period from the day after the contract is made. If you want supply to begin during that period, we must obtain your prior express consent to early supply and your acknowledgement that you will lose the cancellation right once supply begins. We must confirm this in a form you can save. Accepting these terms alone does not provide that consent. If the required conditions are not met, your cancellation rights remain.

Loss of the change-of-mind cancellation right does not remove your rights to digital content that is 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 legal rules. If defective digital 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.

11. Digital licence and intellectual property

Unless a listing or written agreement expressly grants wider rights, digital products are licensed for your personal, non-commercial use. The licence is non-exclusive and non-transferable. You may download, keep a backup and print for the permitted personal use. You must not resell the files, redistribute or share them, upload them to public file-sharing services, or use the design commercially. Editing a file does not give you the right to resell or distribute it.

Copyright and other intellectual property rights in our original artwork, designs, text and branding remain with Ellie B Creations. Third-party material belongs to its respective rights holders. Buying a physical product or digital file does not transfer copyright. You may use the purchased product for its intended purpose, but must not reproduce our designs commercially without permission. Any expressly agreed bespoke usage rights take priority over the default personal-use licence.

12. Product information and safe use

Please follow the product's care, use and age-suitability information. For confectionery gifts, read the ingredient and allergen information in the listing and on the packaging before consumption. Contact us before ordering if you need clarification about an ingredient or allergen. Nothing in this clause reduces our responsibility to provide accurate information or safe products.

13. Accounts, website use and privacy

Keep account credentials confidential and tell us promptly if you suspect unauthorised use. Do not use the website or bespoke portal for fraud, unlawful content or attempts to interfere with its security. We may restrict access where reasonably necessary to address misuse, but this does not remove your rights relating to an existing paid order.

Our Privacy Policy explains how personal information, order details and personalisation files are handled, including sharing completed storybook PDFs with PrintPond. Cookie information is provided through our website's cookie notices and controls.

14. Our responsibility and events outside our control

We are responsible for foreseeable loss or damage caused by our breach of contract or failure to use reasonable care and skill. Loss is foreseeable if it is an obvious consequence or was reasonably contemplated when the contract was made. These consumer terms cover personal purchases; any business or commercial-use order should be agreed separately.

We do not exclude or limit liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of your statutory consumer rights, or anything else that cannot lawfully be excluded or limited.

If circumstances outside our reasonable control affect an order, we will contact you and take reasonable steps to minimise the effect. This does not automatically release us from the contract, transfer delivery risk to you, or remove your rights to cancel or receive a refund where applicable.

15. Complaints, applicable law and changes

Please email ellie.burnett@outlook.com with your order details and the outcome you are seeking. We will investigate and try to resolve the issue fairly. If a complaint remains unresolved, we will provide any alternative dispute resolution information required by law.

These terms are governed by the law of England and Wales. If you live elsewhere, this does not deprive you of mandatory consumer protections that apply in your country of residence. You may bring proceedings in the courts available to you under applicable consumer jurisdiction rules, including the courts of Scotland or Northern Ireland where you live there.

We may update these terms for future purchases. The version in force when your order is accepted applies to that order unless a change is required by law or expressly agreed with you. If a provision is unenforceable, the remaining provisions continue to apply so far as legally possible.

Optional cancellation form

Complete and send this only if you wish to cancel a contract for which you have a cancellation right. Send to Ellie Burnett trading as Ellie B Creations at the email or postal address in section 1.

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: _____