

Returns and Exchanges Policy

30-Day Hassle-Free Return or Exchange

If for any reason you are dissatisfied with your purchase, you can return it to AnnCreek.com within 30 days of purchase subject to conditions below. Claims for missing items or items damaged in transit must be received within two business days of receipt of merchandise.

Refunds & Credits

Refunds on returned items will be issued in the same payment form as tendered at the time of purchase. Once we receive and inspect the returned product we will credit your account. Please allow 5-7 days for a credit to appear on your account. If payment was made by check, the refund check will be sent by first-class mail within 5 business days after we receive the return merchandise.

Exchanges

If the item was sent back for an exchange, please allow 3-5 business days for the replacement to be processed. Exchange can only be made for the same merchandise or alternative merchandise of the same sales price.

Return shipping charges are the responsibility of the customer. AnnCreek.com will cover shipping charges for sending replacement item to customer only.

Conditions

Please read all conditions below. If conditions are not met, AnnCreek.com reserves the right to refuse the return or to charge a restocking fee not less than 15%.

- All returned or exchanged items must be in new condition, in their original box, and must include receipt or packing slip, all packing material, and all accessories
- AnnCreek.com is not responsible for personal data or items left in returned merchandise
- AnnCreek.com is not responsible for any consequential or incidental damage resulting from the sale or use of any merchandise bought from us. We are responsible for the monetary value of the merchandise only

Non-Returnable / Non-Exchangeable Merchandise

- Electronic Software Downloads are not returnable, exchangeable or refundable
- All consumable items once unwrapped - including but not limited to personal care products, merchandise coloring materials, custom cut and sized fabrics
- Special Order merchandise or any item indicated on the website as non-returnable
- AnnCreek.com Gift Cards are redeemable for merchandise only and may not be redeemed for cash

Defective Items

Defective items may be repaired, exchanged or refunded at our discretion for the same model or manufacturer's equivalent model

Returns Instruction

STEP 1: PACK YOUR ITEM

- Place your item in the original manufacturer's packaging. Please do not place stickers or shipping labels on the original manufacturer's package
- Place the original package into a shipping carton. You can reuse the original shipping carton from AnnCreek.com

STEP 2: SHIP YOUR ITEM

Ship your item back to AnnCreek.com using your preferred carrier. We recommend you ship via insured ground service with a tracking number. Return shipping charges are the responsibility of the customer. AnnCreek.com is not responsible for lost or damaged packages.

Ship your package to the address below. Please make sure to enclose a copy of receipt or packing slip.

Company Address:

Ann Creek Ltd.
1199 US Highway 22
Mountainside, NJ 07092, USA
Email: contact@anncreek.com

Tel: (646) 389-5336 Fax: (212) 656-1612