



*Policies
&
Terms and conditions*

Return policy

Spooky boutique shop does not offer returns except in case of shop error.

Decisions about returns due to shop error will be made on a case-by-case basis.

Shipping and handling

Items lost during shipping, though rare, may be replaced after an investigation by our team members. This is a decision that is made on a case-by-case basis and remains at our discretion. Please contact us if you feel an item has been lost by the shipping company. Spooky boutique shop is not responsible for damages that may occur during shipping. If an item arrives damaged, please contact the customer service department at the shipping company used. Buyers are responsible for any customs and import taxes that may apply. Spooky boutique shop is not responsible for delays due to customs. Spooky boutique shop is not responsible for delays during the shipment process. The shipping company used is USPS. We are not liable for delays within this company due to weather or other reasons.

Damages policy

Spooky boutique shop is not responsible for damages incurred to product over time caused by daily "wear-and-tear." Our shop is also not responsible for damages caused by user (like being chewed up/scratched by an animal, ripping from misuse, etc)

Premade sale policy

*Once you claim an item
you will have 24 hours
until you lose that item
if not paid*

Terms and conditions

We reserve the right to refuse service to any customer for any given reason.

We take our work very seriously and will not tolerate harassment towards any team member. I have the right to add new policies and terms and conditions whenever I see fit

Payment policy

Payment cannot be refunded at any point during production. Payments must be due within 48 hours or else listing will be cancelled and no longer available. Failure to not complete payment more than twice you will be subjected from ordering from spooky boutique shop

Sizing and design Policy

After the design of an item has been confirmed, no changes can be made on behalf of the customer. Upon receiving items if it is an incorrect size that you ordered spooky boutique shop is not responsible for the sizing mistake

Premade sale policy

*Once you claim an item
you will have 24 hours
until you lose that item
if not paid*