



RETURN POLICY LENGTH

Our returns policy lasts for **30 days** from the day you receive your creeper from UPS. The first day will be the day you receive your creeper from UPS and the second day will be the day after you receive your creeper from UPS and so on. If more than 30 days have elapsed since you received your creeper from UPS, unfortunately, we can offer neither a refund nor an exchange.

Eligibility

For your creeper to be eligible for a return, the creeper needs to be in an unused condition. The creeper must also be in the same condition as the condition in which you received it. Furthermore, the creeper needs to be in its original packaging in a resalable condition. In order to process the return of your creeper, you **MUST** provide the original receipt or other document showing proof of purchase.

Size of Refund

A refund may only be partial if, upon inspection, we find that the creeper shows obvious signs of use – for instance, the wheels have rolled on rough or dirty surfaces and marks are visible, or the headrest have stains or marks beyond cleaning. These are just examples. Ultimately, any item which is not in its original condition, is damaged or is missing parts where we are not at fault will attract a partial or even, potentially, zero refund. The refund will be zero, in conforming with above, when you are returning your creeper more than 30 days from the date you received it

Refund process

Please send an email to erik.sieb@icloud.com to let us know that you would like to return your creeper and the reason why. Due to GDPR (General Data Protection Regulation) customers must email us from the same account that was used to place the order or we cannot confirm their identity and cannot correspond on the order. We will respond to your email as soon as possible to start the returns process. Please remember to include your original proof of purchase with your returned creeper when you get to the stage of sending it back to us otherwise we will be unable to process your return. Once we receive your returned creeper and we have inspected it, we will send you an email to tell you that we have received your returned creeper. If your refund is approved, a refund will be processed (by us) and will be applied by the original method of payment (PAYPAL) – Usually, PayPal applies requested refunds immediately.

Shipping Costs

If you receive your creeper and within 30 days decide to send it back to us because you have changed your mind and we grant a full refund, that full refund will include the shipping costs which you paid initially BUT we will not refund the shipping costs incurred by yourself in returning the creeper to us. Additionally, if you send the creeper back and we decline to provide a refund, we will NOT refund the shipping costs you incurred in sending us the creeper.

We do not guarantee that we will receive your item when you send it back to us. You may like to consider using a tracked shipping service when sending us back unwanted goods. We will not be held responsible if your item is lost by the shipping company and no refund will be due on an item which is lost by the shipping company when you attempt to return it.

Unless otherwise, and **ONLY** upon an authorization from Creepex Inc., ALL returned orders should be sent to:

Creepex Inc. 153 Boul. Louis XIV Quebec city, QC Canada G2K 1W6