



Refund policy

*To be eligible for a refund, a customer's item must meet all of the following criteria:

All returns must have prior approval from Creepex Inc.. We cannot accept returns after 30 days or on used, special orders, or custom items. Only regularly priced items may be refunded. Sale items and custom orders cannot be refunded. **Return shipping to Creepex Inc. is the responsibility of the customer.** There is no restocking fee if box was not open and sent in its original box.

Shipping fees or any cost associated with international shipping, duties, taxes, or brokerage fees are non-refundable. Products must be secured with original packaging in new/unused condition and must be shipped in a sturdy box. Return shipping to Creepex Inc. is the responsibility of the customer. Creepex Inc. reserves the right to refuse any deliveries that do not meet these conditions:

Creepex Inc. will not be liable for product defect claims that are due to product misuse or improper product selection. Any liability for consequential, incidental, special, exemplary, or punitive damages are expressly disclaimed. Creepex Inc. liability in all events is limited to, and shall not exceed, the purchase price paid for the product that gives rise to any liability. Warranty information including coverage, terms, length, etc. is subject to change without notice.

Missing Items and Damage Claims:

Any claims for damage or loss must be filed with the carrier and reported to Creepex Inc. within 5 days of customer receipt of product.

In the event of major damages (for example, product box is clearly destroyed and/or was mishandled), Creepex Inc. suggests that the customer refuse the delivery in its entirety. With any type of damage, contact Creepex Inc. immediately at 1-877-creepex (273-3739) or email at info@creepex.com

For items lost during shipping, a claim will need to be filed with the delivery service. Missing package investigations may take up to 5-10 business days. Please contact us at the email address below and we can assist in filing a claim with the delivery service.

1-877-creepex (273-3739) or email at info@creepex.com

Return address:
Creepex
153 Boul. Louis XIV
Quebec city
Canada G2K 1W6