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###### RETURNS/EXCHANGES

# CUSTOMER CARE

## ​Custom & Bulk Orders

Do you need a custom designed item?

Provide the following information via email to Creativebn8000@gmail.com. Use the list below for information that needs to be provided. If you need the artwork designed a Design fee of $50 will be invoiced including up to 2 corrections/modifications.

* Name
* Email address
* Phone
* Date Products are Needed (3 week minimum)
* Quantity (15-quantity minimum on custom orders)
* Organization
* Product Requested
* Garment Style (if applicable)
* Color
* Do you need a Custom Design?
* Details for Custom Design, design description, chapter info, line info or any details regarding what you would like to add to the shirt

Would you like to make a Bulk Order of an item on our site?

Contact us via email for bulk order discount details at Creativebn8000@gmail.com.

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**Sales Tax:**Creative By Nature, LLC is required by the state of Louisiana to charge sales tax to any order being shipped.

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## **​We gladly accept returns and exchanges**within 5 days**of receipt of the item. Exchanges must be received in their original, unworn and unused condition. All exchanges must be exchanged by the purchaser and the original order number must be provided, along with the reason for the exchange.**

**Please note:  You will be responsible for all return shipping fees if you choose to return it to us unless the items are damaged, defective or incorrect upon arrival. We are not responsible for lost or stolen packages.**

**How to return or exchange your purchase:**

* Before you return an item please email us at [Creativebn8000@gmail.com](mailto:Creativebn8000@gmail.com)  explaining what you are returning and why.
* Send your return or exchange within 5 days of receipt. Please note return/exchange shipping fees are the responsibility of the customer unless it is determined the item is damaged due to our negligence.
* Once we received your return, a refund or exchange will be issued within 5-7 days.

Return/Exchange Address:

Creative By Nature , LLC

9705 Amblewood Ln

Shreveport, La 71118