

Policies & Terms and conditions

Return Policy

Spooky Boutique Shop does not accept returns unless the issue is due to a confirmed error on our part. All return requests will be reviewed on a **case-by-case basis**, and approval is at the sole discretion of the shop

Shipping & Handling

Items lost during shipping are rare, but in such cases, a replacement may be offered with partial payment. This will be determined on a case-by-case basis at the sole discretion of Spooky Boutique Shop. If you believe your package is lost, you must contact us within **48 hours of the marked delivery time**. Failure to reach out within that time frame will release Spooky Boutique Shop from any responsibility regarding the lost package.

For packages that arrive damaged, please contact **USPS Customer Service** directly to initiate a claim for damaged goods.

Buyers are responsible for any **customs duties, import taxes, or related fees** that may apply in their country. Spooky Boutique Shop is not liable for **shipping delays** caused by customs, weather conditions, postal strikes, or other factors beyond our control. All packages are shipped via **USPS**.

Damages Policy

Spooky Boutique Shop is not responsible for any damage that occurs to products over time due to normal wear and tear. Additionally, we are not liable for damage caused by misuse or user-related incidents, such as items being chewed or scratched by pets, torn from improper use, or other similar circumstances.

Terms & Conditions

We reserve the right to refuse service to any customer at our discretion. Spooky Boutique Shop is committed to maintaining a respectful and safe environment for our team, and we will not tolerate any form of harassment directed toward our staff.

We also reserve the right to update or add new policies, terms, and conditions at any time as we see fit.

Payment

All payments are **non-refundable once production has begun**. Custom listings posted on our website must be paid within **48 hours** of the posting date. If payment is not completed within that timeframe, the listing will be removed and no longer available.

Please note: **Failure to complete payment on two separate occasions** may result in being restricted from placing future orders with Spooky Boutique Shop.

Sizing & Design

Once a design has been approved by the customer, no further changes can be made.

If the item received is an incorrect size—including sizes recommended by Spooky Boutique Shop—we are not responsible for the sizing issue. Please review size details carefully before confirming your order.

Mockup Artist

If Spooky Boutique Shop refers a customer to their mockup artist, the customer may not take that design to another shop unless that shop is also partnered with the same mockup artist.