

At **Southern Designs Creative**, many of our products are handcrafted, made in small batches, or personalized specifically for our customers. We carefully prepare and package every order from **Aynor, South Carolina**, and want you to be completely satisfied with your purchase.

Please review our shipping and return policies before placing your order.

Shipping Policy

Processing Times

In-stock, non-personalized items are generally prepared for shipment as quickly as possible after your order is received.

Personalized, laser-engraved, handcrafted, and custom-made items require additional production time. Processing time will vary depending on the product, quantity, customization, and our current order volume.

Processing time is separate from the shipping carrier's transit time.

If you need an order by a specific date for a **horse show, wedding, birthday, holiday, event, or gift**, please contact us before ordering. We will let you know whether we can reasonably accommodate your requested date.

Shipping & Delivery

Shipping charges, when applicable, are calculated based on the order and available shipping method.

Once an order has been transferred to the shipping carrier, delivery times are controlled by the carrier. Carrier delays caused by weather, holidays, service interruptions, or other circumstances outside our control may affect delivery.

A delivery estimate provided by a carrier is not a guaranteed delivery date unless the selected service specifically includes a delivery guarantee.

Shipping Address

Customers are responsible for providing a **complete and accurate shipping address** at checkout.

Please review your shipping information carefully before submitting your order.

If you notice an address error, contact us as soon as possible. We will make reasonable efforts to correct the address if the order has not already shipped.

Southern Designs Creative is not responsible for additional shipping expenses resulting from an incorrect or incomplete address provided by the customer.

Tracking

When tracking is available for your shipment, tracking information will be provided after the order has been processed for shipping.

Please allow time for the carrier's system to update after receiving your tracking number.

Lost or Delayed Packages

If tracking shows that a package is delayed, please allow the shipping carrier time to complete delivery.

If a package appears to be lost in transit, contact us so we can assist with determining the appropriate next steps with the carrier.

If tracking shows a package as **delivered** but you cannot locate it, please check around the delivery location, with household members or neighbors, and contact the carrier.

Damaged During Shipping

We carefully package our products, but occasionally damage can occur during transportation.

If your order arrives damaged, please contact Southern Designs Creative promptly after delivery.

Please retain the **item, original packaging, shipping box, and packing materials** and provide clear photographs showing:

- The damaged product
- The shipping box or package
- Any visible damage to the exterior packaging
- The shipping label
- The packing materials

These photographs may be required to submit a shipping claim and determine the appropriate resolution.

Please do not discard damaged merchandise or packaging until the issue has been resolved.

Return & Exchange Policy

In-Stock, Non-Personalized Products

We want you to love your Southern Designs Creative purchase.

Eligible **unused, non-personalized, in-stock merchandise** may be considered for return or exchange when returned in its original condition.

Please contact us before returning an item. **Returns sent without prior authorization may not be accepted.**

Unless the return is due to an error by Southern Designs Creative or an eligible shipping-damage claim, the customer is responsible for return shipping costs.

Original shipping charges are generally non-refundable.

Returned merchandise must be unused, undamaged, and in resalable condition.

Personalized & Custom Products

Because personalized products are created specifically for you:

ALL PERSONALIZED, CUSTOM-MADE, AND LASER-ENGRAVED ITEMS ARE FINAL SALE.

This includes products containing custom:

Names • Initials • Dates • Logos • Photographs • Monograms • Wording • Artwork • Designs • Engraving • Special Sizing or Other Customer-Requested Personalization

Custom and personalized merchandise cannot be returned, exchanged, or refunded simply because the customer changes their mind after production.

Handmade & Natural Materials

Many Southern Designs Creative products are handcrafted from materials such as **wood, leather, cowhide, slate, glass, and other natural or individually produced materials.**

Natural variations in wood grain, knots, color, texture, cowhide patterns, leather markings, slate edges, engraving tone, and other characteristics are expected.

These variations make handcrafted products unique and are **not considered defects.**

Engraving & Personalization Errors

Customers are responsible for reviewing names, dates, spelling, initials, wording, artwork, and other personalization information before submitting an order.

When a proof is provided, approval of that proof confirms that the customer has reviewed and accepted the design.

If Southern Designs Creative makes an error, please contact us promptly and provide photographs of the product. We will review the issue and determine the appropriate replacement or resolution.

We cannot provide a refund or replacement when the finished product accurately reflects the information or design submitted and approved by the customer.

Incorrect Item Received

If we accidentally send you the wrong product, please contact us promptly and include photographs of the item received.

Once verified, we will work with you to correct the order.

Return Authorization

Please contact Southern Designs Creative before mailing any return.

Approved returns should be securely packaged to prevent damage during return shipping.

We recommend using a shipping method that provides tracking. Southern Designs Creative cannot be responsible for a return package that is lost or damaged while being shipped back to us.

Refunds

Once an authorized return is received, we will inspect the merchandise.

If the return meets the requirements of this policy, an applicable refund will be issued to the original payment method.

Processing times for the refund to appear on your account may vary depending on your bank, credit card company, or payment provider.

Shipping charges and other non-refundable charges, when applicable, may be deducted from the refund.

Questions About Your Order?

We're a small business, and we want to address order concerns fairly and promptly. If something isn't right with your order, please contact us before returning or disposing of the product so we have an opportunity to help.

Southern Designs Creative
Aynor, South Carolina
Woman-Owned Small Business
Handcrafted & Made Proudly in the USA
southernDESIGNScreative.com