

Returns and Refunds

We hope that you love your order, but if for some reason you don't we offer a no hassle money back guarantee within 14 days. We will make the refund when you send the product back to us, unused and in its original packaging. Please be aware that Ginger Creatures does not cover the return postage costs.

If your product arrives damaged please contact us within 7 days with a photograph in order for a replacement to be sent out.

Please note that if you made your purchase through a partnered retailer then any return will need to be made to them in accordance with their return policy.