

ORDER POLICY



CREATE FASHION BRAND

Group of factories in Portugal for textile

CREATE FASHION BRAND IS NOT RESPONSIBLE FOR LOST OR STOLEN PACKAGES & PACKAGES DAMAGED DURING TRANSIT OR DELIVERY. CUSTOMER IS RESPONSIBLE FOR THE COST OF RE-SHIPPING.

PRIVATE LABEL ORDERS:

. Processing time: Please allow 3-5 business days for all private label orders to be processed. Additional time may be required during peak seasons.

. Shipping time: Estimated times for shippings are around 5-6 business days, excluding any delays that may occur in customs clearances.

. Returns, Exchanges, & Missing items: We do not accept returns or refund requests from fitting samples of private label items.

We accept returns of defected* blank private label items within 7 days from the date of shipment reception. Items must be returned in their original condition, unworn, unaltered, unwashed. These items will be inspected upon return and if they are not as per initial conditions, the claim will be dismissed without return of the item. If they are as per initially conditions, they will be replaced with new items and shipping will be charged back.

Exchange request of sizes can be submitted upon availability. The return shipping is at the customers responsibility and a new shipping will be charged for the new item.

Bulk orders where the costumer didn't request a sample of approval upfront, are not eligible for returns.

Missing items must be reported until 2 days after reception of the package. We will internally conduct an investigation taking into consideration the package weight and warehouse reports.

Any products returned without a confirmed claim process to our company, will be discarded without possibility of sending back.

Outsourced accessories from custom orders (bags, labels, zips, buttons, trims, patches or similar) are not CFB's responsibility. The sourcing of accessories can done by CFB if the costumer requires, but we are exempt of responsibility in cases of defects, damages or incorrect product.

Products within measurement tolerance deviations are not considered defected items. Consult the company's Tolerance Chart.

Customized Private label items are not eligible for returns.



*Defected items: We consider defected items, all garments with holes, ripped fabrics, stains that may result from the manufacturing processes alone.

. Damaged/ Defected Items Claims: All Private label claims on defected/damaged items that are a direct result of manufacturing process (excluding shipping damages) must be reported with the support of pictures videos of the product as proof.

We do not accept claims of defected items after they left the original shipping address (ex: items were shipped to a printing house or dye house by the costumer)

If your order is shipped directly to a 3rd party supplier (printing house, laundry, embroidery house) it's the costumers responsibility to inspect the items upon arrival at the address and report back up to 3 days upon delivery.

All items must be in original condition, unworn, unaltered, unwashed.

Approved claims are eligible for refunds, substitution or company credit.

Claimed items are required to be returned.

Customized Orders

Processing time: Please allow 5-6 business days for all customized orders to be processed after payment confirmation (check payment terms).

Additional time may be required during peak seasons.

. Shipping time: Estimated times for shippings are around 5-6 business days, excluding any delays that may occur in customs clearances.

. Returns, Exchanges, & Missing items: We do not accept returns of customized orders (including samples and bulk orders).

We accept returns of defected customized items within 7 days from the date of shipment reception. Items must be returned in their original condition, unworn, unaltered, unwashed. These items will be inspected upon return and if they are not as per initial conditions, the claim will be dismissed without return of the item. If they are as per initially conditions, they will be replaced with new items and shipping will be charged back. The return shipping is at the customers responsibility and a new shipping will be charged for the new item. There is also a possibility of refund if the replacement is not a viable option.

Replacement times will be informed upfront and the client must accept the needed replacement time by the company.

Exchange request for sizes, colors or other custom details are not accepted for customized samples or bulk orders.

Bulk orders where the costumer didn't request a sample of approval upfront, are not eligible for returns/refunds.

Missing items must be reported until 2 days after reception of the package. We will internally conduct an investigation taking into consideration the package weight and warehouse reports.

Any products returned without a confirmed claim process to our company, will be discarded without possibility of sending back.



Outsourced accessories from custom orders (bags, labels, zips, buttons, trims, patches or similar) are not CFB's responsibility. The sourcing of accessories can be done by CFB if the customer requires, but we are exempt of responsibility in cases of defects, damages or incorrect product.

Outsourced accessories in the point above that were not sampled for approval, are not eligible for claim.

Products within measurement tolerance deviations are not considered defected items. Consult the company's Tolerance Chart.

Customized products from our bespoke service are not eligible for refunds.

. Damaged/ Defected Items Claims: All customized product claims on defected/damaged items that are a direct result of manufacturing process (excluding shipping damages) must be reported with the support of pictures videos of the product as proof.

We do not accept claims of defected items after they left the original shipping address (ex: items were shipped to a printing house or dye house by the customer)

If your order is shipped directly to a 3rd party supplier (printing house, laundry, embroidery house) it's the customer's responsibility to inspect the items upon arrival at the address and report back up to 3 days upon delivery.

All items must be in original condition, unworn, unaltered, unwashed.

Approved claims are eligible for replacement of said items or company credit.

Claimed items are required to be returned.

All claims must be redirected to our Legal Department: claims@createfashionbrand.com



CFB reserves the right to update its Order Policy whenever necessary.

***Defected items: We consider defected items, all garments with holes, ripped fabrics, stains that may result from the manufacturing processes alone.**



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