

At BarbCruzCreations, I want to ensure that you have a seamless shopping experience. Here's everything you need to know about our shipping policy.

Processing Time

Digital Images – pre made in stock images are available for you to download after your purchase. ~ These are available everywhere. ~

Custom Digital Images – process can take 1-4 days. Please include all your specifics/details needed for your image. Wording & placement, font style, color choices (include accent colors,) any logo or art/illustrations you'd like to include. If you have a png of your logo email it to BarbCruzCreationsOrders@gmail.com Once your order is placed I will reach out to you if I need more information, I will start creating your custom image and send you screenshots along the way until you approve the design. Once approved it will be uploaded or emailed to you for downloading. ~ These are available everywhere. ~

Physical Product – Only in the USA - If you're using an in stock premade design allow 1-3 days for your product to be made. Once it's created and packaged it will be shipped UPS. ~ Only available in the USA ~

Physical Custom Products – you will follow the “Custom Digital Images” policy along with the “Physical Product policy.” ~ Only available in the USA ~

All items shipped will be from League City, TX

You will be provided a tracking number for physical items shipped.

Lost or Damaged Items

If your order is lost or damaged, please contact me right away. You will have 15 days after your product is delivered or from the time the item was shipped. Provide a clear photo of the item/s to BarbCruzCreationsOrders@gmail.com Once you email I will assist you in resolving the issue. If your package shipped is lost I will contact UPS to investigate & file a claim with UPS and will replace your items.

Returns and Exchanges

The only Items that are returnable/exchangeable are damaged. Once you email I will assist you in resolving the issue. If your package shipped is lost I will contact UPS to investigate & file a claim with UPS and will replace your items.

Contact Information

Please contact me at BarbCruzCreationsOrders@gmail.com with any questions or concerns.

Thank you for shopping with me!