



RETURN & REFUND POLICY

Last updated February 01, 2022

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a refund only. Please see below for more information on our return policy.

RETURNS

All returns must be postmarked within three (3) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

RETURN PROCESS

To return an item, place the item securely in its original packaging and include your proof of purchase, then mail your return to the following address:

A Time to Create, LLC

Attn: Returns
1206 Santa Fe Parkway
Sandy Springs, GA 30350
United States

Please note, you will be responsible for all return shipping charges. We strongly recommend that you use a trackable method to mail your return.

REFUNDS

Physical Items: After receiving your return and inspecting the condition of your item, we will process your return. Please allow at least ten (10) days from the receipt of your item to process your return. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

Services: Cancellations made 7 days or more in advance of the event date, will receive a 100% refund. Cancellations made within 3 - 6 days will incur a 20% fee. Cancellations made within 48 hours to the event will incur a 30% fee.

Afterschool Enrichment Class Session: If participant is withdrawn from afterschool class session within 2 weeks of the class start date, a refund of 70% will be distributed. Any participant withdrawn from the afterschool class session after 2 weeks in the class session will not be eligible to receive a refund.



EXCEPTIONS

For defective or damaged products, please contact us at the contact details below to arrange a refund or exchange.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

678-688-6647

connect@atimetocreate.com