

RETURN & REFUND POLICY — TeriLan Creates Inc

Effective Date: November 1, 2025

Because many of our items are custom-made or personalized, all sales are considered **final** unless otherwise stated.

1. Returns & Exchanges

We accept returns ONLY in the following cases:

- The item arrives damaged
- You received the wrong product
- A manufacturing defect is present

Requests must be sent within **7 days of delivery** with:

- Order number
 - Photo of the item
 - Description of the issue
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2. Non-Returnable Items

- Custom apparel
 - Personalized items
 - Resin creations (due to handmade nature)
 - Sale or clearance items
 - Digital downloads
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3. Refunds

Approved refunds are issued to the original payment method within **3–10 business days**.

Shipping fees are non-refundable.

4. Exchanges

If an exchange is approved:

- Customer may be responsible for return shipping
 - Replacement ships once return is received
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5. Cancellations

Orders can only be canceled within **4 hours** of purchase.
Custom orders cannot be canceled once production begins.

WEBSITE DISCLAIMER — TeriLan Creates Inc

Effective Date: [Insert Date]

The information provided on this website is for general informational and promotional purposes only.

1. No Guarantees

We do not guarantee:

- Exact color matches (screen variations occur)
 - Identical resin patterns (each piece is handmade)
 - Availability of specific items at all times
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2. No Professional Advice

Content provided is not:

- Legal advice
- Business advice
- Medical or professional guidance

Always consult a qualified professional when needed.

3. Third-Party Links

Our website may link to external sites.

TeriLan Creates Inc is not responsible for:

- Content
- Policies
- Security
- Practices

of third-party websites.

4. Product Use

We are not responsible for:

- Injury due to improper use of products
- Allergic reactions

- Damage caused by misuse
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5. Liability

TeriLan Creates Inc is not liable for:

- Interruptions in website availability
- Cyberattacks or unauthorized access
- Data loss
- Losses incurred from reliance on website content

Use this website at your own risk.

6. Updates to Disclaimer

This Disclaimer may be updated as necessary. Continued use of the website means you accept these terms.