

Shipping Policy

Origin: Toronto, Ontario, Canada

Creactivity ships all physical products including CreActivity Kits and subscription boxes with care and tracking where available.

1. Processing Time

Orders are prepared and shipped within **3–5 business days** unless otherwise stated (pre-orders or monthly subscriptions may follow a set cycle).

2. Shipping Fees

Shipping costs are calculated at checkout based on your delivery address and may vary by region. Domestic shipping within Canada typically takes **5–10 business days** after dispatch.

U.S. and international orders generally take **10–20 business days**, depending on customs.

Please note: Shipping fees are added separately and are non-refundable once the order has been processed.

3. Delivery and Address Accuracy

Please ensure your shipping address is accurate at checkout. CreActivity is not responsible for delays or losses resulting from incorrect addresses.

If a parcel is returned due to an incorrect or incomplete address, reshipping costs are the responsibility of the customer.

4. Damaged or Missing Items

If your box arrives **damaged or incomplete**, please email chloe@creactivity.ca within **7 days of delivery** with photos of the issue.

A replacement or partial refund will be arranged based on the situation.

5. Customs and Duties

For international orders, any applicable customs duties, import taxes, or fees are the responsibility of the customer.