

Cuddle Clones Return Policy

Effective April 20, 2016



All Products

If your Cuddle Clones product is incorrect or damaged upon arrival, we will correct the error at no cost to you. Please contact us within 30 days of receiving your product and we will email you a prepaid return shipping label. Incorrect products are defined as products:

- Which are broken or damaged upon delivery
- Where the customization choices on the order were not followed (e.g. customer chose sitting but the Cuddle Clone was standing; or the spelling was incorrect due to our error)
- Where the product itself is defective (e.g. a split seam)

Plush Cuddle Clones Products & 3D-Printed Products

We offer a full refund to you, less the cost of return shipping, on the following products, if you are not satisfied with the result:

* Rush fees are not refundable.

- Regular plush Cuddle Clones
- Plush golf club covers
- Plush slippers
- 3D-printed sandstone figurines, ornaments, and jewelry

You must notify us within 30 days of your intent to return the item to be eligible for a refund. You then have an additional 15 days to return the item to us to remain eligible. Once we receive the item back, we will process the refund. Please ship your item back to us at the following address, using the most economical method for you that still has a tracking number. Please let us know the tracking number, otherwise, we cannot guarantee that we have received the returned item:

Cuddle Clones
624 W. Main St. 3rd Floor
Louisville, KY 40202

Memorials & Plush Products With Pre-Approvals

There are no refunds or remakes available for the following products, as the customers approve the custom design or final product:

- Granite Memorials
- Wood Memorials
- Urns where the order details were correct
- Plush Creation product
- Plush Replacement product
- Life-Size plush Cuddle Clones
- Collars where the order details were correct
- T-Shirts and Hoodies where the order details were correct

Cuddle Clones
Phone: 800-793-0870
Email: info@cuddleclones.com
Website: www.cuddleclones.com