

Refund Policy - BuxtonBEAR's Does Not offer Refunds on any of it's Items

, unless there was damage caused during shipment. In the case of an item being damaged during shipment, **BuxtonBEAR's** requests the shipment be returned, for a full refund excluding shipping costs. Before you send back any damaged items, please **email me** at orders@buxtonbears.com with any and all details. Further more you may contact me at (514) 975-3434. Please note long-distance charges may apply if you are calling outside of Montreal, QC. Canada.

The exact dimensions in inches of every piece are in every item description. Please keep in mind every computer displays colors differently. Every care is taken to describe the item to show the piece as fully as I can. Given that these items are 100% hand sewn, there may be variations in stitching, which is the beauty of handmade. Also, each item at **BuxtonBEAR's** is unique and one-of-a kind.

Please note, photos of your item, custom or chosen from this site, will be emailed to you for approval, after payment has been received, and before item has shipped, lest there be no surprises.

Custom Orders - Are created with the best interpretation of a digital image, digital item, and description, or a combination of both. I cannot accept returns on custom orders at all.