

Return and Refund Policy

Last updated: 11 of August 2026

Thank you for shopping with Spectre Cavortz Apparel. We are committed to providing quality products and excellent customer service. This Return and Refund Policy applies to all purchases made through our website and is intended to comply with applicable consumer protection laws. Customers may have additional rights under the laws of their country, state, or province, and nothing in this policy limits those rights.

1. Made-to-Order Products

Our products are manufactured specifically for each order using print-on-demand fulfillment partners. Because products are made to order, we generally do not accept returns or exchanges for buyer's remorse, incorrect size selection, or changes of mind unless required by applicable law.

2. Damaged, Defective, or Incorrect Orders

If you receive an item that is damaged, defective, misprinted, or different from what you ordered, please contact us within 30 days of receiving your order.

Please include:

- Your order number.
- A description of the issue.
- Clear photographs showing the problem.

After reviewing the claim, we may, at our discretion and where appropriate:

- Replace the item;
- Issue a full refund;
- Issue a partial refund; or
- Provide another remedy required by applicable law.

Customers will not be charged additional shipping costs for approved claims involving damaged, defective, or incorrectly fulfilled products.

3. Lost Packages

If an order is lost during transit, please contact us. We will work with our fulfillment and shipping partners to investigate and determine an appropriate resolution.

We are not responsible for delays caused by customs processing, weather conditions, carrier delays, labor disputes, or other circumstances beyond our reasonable control.

4. Change of Mind Returns

Because our products are custom made, we generally do not accept returns or exchanges for:

- Incorrect size selection;
- Change of mind;
- Preference changes;
- Ordering the wrong product or color.

However, where local law grants consumers cancellation or withdrawal rights, those rights will be honored.

Customers may be responsible for return shipping costs where permitted by law.

5. Cancellation of Orders

Orders may be cancelled only before production begins.

Once production has started, orders generally cannot be cancelled because products are made specifically for each customer.

6. Refund Processing

Approved refunds will be issued to the original payment method used for purchase.

Please allow up to 10 business days for the refund to be processed after approval. Financial institutions and payment providers may require additional time.

Original shipping costs are non-refundable unless required by applicable law.

7. Incorrect Addresses

Customers are responsible for providing accurate shipping information.

If an order is returned because of an incorrect or incomplete address supplied by the customer, additional shipping charges may apply for reshipment.

8. Refused Deliveries and Unclaimed Packages

Orders returned due to refusal of delivery or failure to claim a package may be subject to reshipping fees and other costs incurred by us or our fulfillment partners.

9. Right to Cancel and Consumer Rights

Customers located in jurisdictions that provide statutory cancellation rights, including the United Kingdom and European Union, retain all rights granted by applicable law.

Nothing in this policy excludes or limits any rights that consumers may have under mandatory consumer protection laws. Where local laws provide greater protection, those laws will prevail.

10. Contact Us

If you have any questions regarding returns or refunds, please contact:

Spectre Cavortz

Email: spectrecavortz\@gmail.com

Business Address: The Island, Nelson St, Bristol BS1 2BE

Response time: Within 2 business days.