

Shipping Policy

Plum Cove studios reserves the right to use UPS and/or USPS for shipping.

Plum cove studios is not responsible for package damage by carrier.

All orders are processed within 7 to 10 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

For calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

We offer international shipping to the following countries: Canada, Europe, Asia, New Zealand, Australia, Mexico

Shipping charges for your order will be calculated and displayed at checkout. By placing the order, you agree to pay for shipping cost. Plum Cove studios reserve the right to change shipping cost, as cost may change over time.

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 10 days of receiving your shipping confirmation email, please contact us at brettcog2000@gmail.com with your name and order number, and we will look into it for you.

We accept returns up to 7 days after delivery, if the item is unused and in its original condition, and we will refund the full order amount minus the shipping costs for the return. Item MUST be returned to Plum Cove Studios to receive full refund.

In the event that your order arrives damaged in any way, please email us as soon as possible at brettcog2000@gmail.com with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at brettcog2000@gmail.com or by phone 802.578.3973 or through the our site at plumcovestudios.com