



Returns & Refund Policy

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All claims for refunds and/or replacements due to missing or damaged items must be submitted via email to customerservice@cryptidpleasures.com within 14 days of the delivery date, this doesn't affect your statutory consumer rights.

We prioritise hygiene in all aspects of Cryptid Pleasures processes and because of this we cannot offer refunds or replacement for items, except for products that are damaged or defective. We do not accept exchanges except for items sent in error on Cryptid Pleasures part, that have not been removed from their sealed bag. Refunds, exchanges and returns cannot be honoured in the case of customer error, this includes:

- misreading/missing information pertaining to the size, colour, softness and model of the product. All product listings have all such information detailed in the listing.
- Items that are damaged after opening. There are tips and information available on the website and each package to help you care for your chosen Cryptid. We also advise that you examine your toy carefully before breaking the seal of the bag! If there are any concerns or flaws (that are not described in the listing in regards to flop purchases) please contact us via the website form or email us with your order number and a photo of the flaw, if possible, at contact@cryptidpleasures.com and we will do what we can to resolve the issue as soon as possible.
- Items that are damaged in transit. In this case you should contact USPS or Royal Mail with any issues you may have experienced.

We will take every measure to ensure you receive what you ordered, please examine your purchase inside the sealed bag before opening to ensure a replacement for items sent in error.

In the case of a serious flaw, we may ask for the product to be returned so we can try to determine where our quality assurance had slipped, and how we can improve in the future. If this happens, we will send you a mailing address, we will completely cover the costs of shipping and collection.



We do not resell any items sent back by a customer unless the seal of the bag is unbroken and we can confirm that no one else has handled the bag from the shipping box.

Unavailability of Listed Products

If a product has been listed in error or any other rare situation in that we are unable to deliver the product you ordered from us, we will contact you using the details given to inform you about the situation, refund the purchase in full and offer the option for a replacement item. If you choose a replacement that is more expensive than the item originally ordered, you will be charged the difference. If you choose a less expensive item as a replacement, we will refund the difference to you.

Cancellation Policy

Any purchase order made with Cryptid Pleasures will be able to be cancelled or amended, we want to ensure that you don't pay extra postage for any additional orders just because you've seen something else you want after ordering! All cancellations and amendment requests must be made within 2 hours of the initial purchase by using the website's contact form or emailing us directly at contact@cryptidpleasures.com with the subject "Please cancel [order number] or Please combine [order number] and [order number]". Any requests made after the 2-hour period will not be honoured.

Because any item that has been custom built requires time and specific materials to be purchased to detail a bespoke product, cancellation of a custom item will incur a restocking fee, or cancellation of a paid item may be denied.

Cryptid pleasures has the right to cancel and refund any orders we feel to be suspicious, and the right to ban users. Any use of automated software, buy-bots or other software to make purchases is prohibited and will result in a user ban.