

Shipping information

We offer shipping to Canada using Canada Postal Services.

We do not currently ship to the US or internationally.

Order processing

Please allow up to 2 business days to process and ship your order.

Note: We not process orders on Canadian statutory holidays.

Delivery time and fees

Delivery Schedule

- Local within Lower Mainland: up to 2 days
- Regional within British Columbia: 3 – 5 days
- National within Canada: 4 – 9 days

Note: rural areas may take up to 2 additional days from delivery schedule indicated above.

Shipping costs and price range

- Cost \$7.95 CAD for goods priced from \$0.01 - \$19.99
- Cost \$12.95 CAD for goods priced from \$20.00 - \$59.99
- Cost \$17.95 CAD for goods priced from \$60.00 - \$99.99
- Cost \$22.95 CAD for goods priced from \$100.00 - \$199.99
- Cost \$27.95 CAD for goods priced from \$200.00 – and up

Pick up Service

Orders placed online before 5pm will be processed the next business day. You will receive an email confirmation once your order is ready for pick up. DDC Creations will not be held responsible for incorrect or incomplete email addresses provided by the customer. Orders must be paid in full online through our website or online invoicing service prior to pick up. Customer must bring their email receipt to claim their order.

Customers have within 14 days of purchase to claim their order. Should your order not be claimed within 14 days, your order will be refunded minus a 15% restocking fee. Please note that it is the customer's responsibility to confirm a pick up date and to collect your order within the specified time. Once this option has been made arrangements cannot be made to ship your order.

What to do if the order received is wrong/damaged?

If your order is incorrect or damaged please email us: order@ddcreations.com within 24 hours of receiving your order.