

Frequently Asked Questions

Q: How do I care for my hat if it gets dirty or wet?

A: Great question and great news! A care instruction sheet is now available. It will come included with all purchases. It can also be found on my website or pinned at the top of all social media accounts.

Q: Can you custom order different sizes, colours or materials?

A: Absolutely. Whether you're looking for a traditional cowboy hat, a small fedora or even a leather top hat, I can order any hat you can dream of. My standard product hat comes in two shapes, three sizes and over 75 colors.

Q: Do you accept returns?

A: I do NOT accept returns of any kind. Please reach me directly if you have any issues with your purchase. I understand my products are expensive and want you to be 100% satisfied. Exchanges on orders MAY be considered by circumstance only.

Q: What forms of payment do you accept?

A: We accept all major credit cards, PayPal, Venmo, or cash. I accept deposits and allow payments to be broken up. All payments must be received before you will get your order. I am actively working on integrating a payment app like Zelle.

Q: Can you customise a hat I already have?

A: You bet! There are some material limitations for burning. Faux leather, for example, melts instead of burns. Alternatively, I offer painting.

Q: How long does it take to receive a custom order?

A: Custom orders take 3-6 weeks to complete. Specialty shapes can take up to 9 weeks. Most orders are completed well within that timeframe as I keep as many products as I can on hand.

Q: Do you offer men's hats?

A: I do. While not as common, I take custom orders and am open to anything. My natural art style leans towards more dainty, but I can adapt to match my customers' style. That being said, I love reference photos.

Q: Are the ball caps lightweight and breathable?

A: The ball caps are a mid/lightweight material. Made from vegan suede, they are quite breathable. A great versatile cap for all seasons.

Q: Can I have my hat shipped to myself or a gift recipient?

A: All orders can be shipped anywhere in the US for a flat rate. International shipping is not available. If your order is being mailed to a gift recipient, use their name and address on your order. Please contact me with gift order instructions.

Q: How do I measure my hat size?

A: To measure your hat size, use a string or cloth measuring tape. Place the tape at the widest part of the back of your head. Wrap the tape around your head to the center of your forehead, making sure to hold the tape securely at the back. Take your measurement in cm.

Q. Do you have kids sized hats?

A: I am able to get children's sized hats from 50m-54m. Colour and shape options are more limited in these sizes.

If you have any questions, feel free to reach out via email at COpeachcreations@gmail.com.