



## Shipping & Returns

### Shipping

Your item will be shipped within 5 working days of receipt of your order (unless otherwise specified on the product page, in cases where items are backordered or pre-orders).

Delivery dates are estimated from the point of dispatch and are not guaranteed.

We are not responsible for any delays after items have been dispatched.

### Returns and Cancellations

You may cancel their order up to 14 days after your order has been delivered. You do not need to give a reason for cancelling.

Returns are accepted within 14 days of receipt of your order . For Sale/Discounted items, return is credit note only.

You must contact us for a return reference. To complete your return, we require a receipt or proof of purchase.

All unwanted returned items must have original tags intact and be in new condition  
Any return postage incurred is payable by the customer upon posting.

If your return is accepted, your refund will be processed within 30 days of received goods.

### Refunds

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item.

We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 30 days.



## Late or missing refunds

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [contact@spoilbratskids.co.uk](mailto:contact@spoilbratskids.co.uk)

## Exchanges

We only replace items if they are defective or damaged. The send us an email at [contact@spoilbratskids.co.uk](mailto:contact@spoilbratskids.co.uk) and send your item to:

*7 Oakenholt Road, Wirral, Moreton, WRL, CH46 8TP, United Kingdom.*

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver, and he will find out about your return.

## Posting a return

To return your product, you should mail your product to:

*7 Oakenholt Road, Wirral, Moreton, WRL, CH46 8TP, United Kingdom.*

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund. Depending on where you live, the time it may take for your exchanged product to reach you, may vary. You should consider using a shipping service with tracking or purchasing shipping insurance.

We cannot guarantee that we will receive your returned item. All sale items can be return within 14days of purchase. Sale/Discounted items are credit note only.

Any product return that claimed 'Free Shipping' will be charged shipping fee of £5 and will be deducted from refund or credit note.