

# **SPROGS TOGS UK LTD**

Thank you for shopping at Sprogs Togs. If you are not entirely satisfied with your purchase, we are here to help.



## **RETURNS AND REFUNDS**

- You can return most items for a refund within 30 calendar days of the date you received it. For hygiene reasons, we are unable to refund any swimming costumes
- Our address for returns is [support@sprogstogs.com](mailto:support@sprogstogs.com)
- Your item must be returned to us in the same condition that you received it in - where possible, please include tags and any packaging
- You must enclose your receipt or other equivalent proof of purchase with your returned item. This receipt can be emailed to [support@sprogstogs.com](mailto:support@sprogstogs.com)
- We are not responsible for any items that do not reach us or which are returned to us by mistake. We strongly recommend you obtain proof of postage such as a Royal Mail Certificate of Posting for every item you return to us
- If an item is returned to us in an unsuitable condition, we reserve the right to refuse a refund and we may have to send the item back to you
- If you're looking to return a faulty or incorrect item, please contact us at [support@sprogstogs.com](mailto:support@sprogstogs.com) prior to sending it back to us

## **WHEN YOUR REFUND WILL BE MADE**

- We will inspect all items on receipt and notify you of the status of your refund as soon as possible. It may take a little while between the refund being made and the payment crediting your account

- If your refund is approved, we will initiate a refund to the original credit or debit card used. You will receive the credit within a certain amount of days, depending on your card issuer's policies

#### SHIPPING COSTS: COSTS OF RETURN

- Sprogs Togs will cover the cost of returning the item to us. If you are unhappy with the item please email us at [support@sprogstogs.com](mailto:support@sprogstogs.com) with the receipt and the date that you will be posting it back to us
- Once we have received the item, and found it to be in the same condition as when we posted it to you, we will issue a refund plus the postage cost
- If the item is returned to us in a lesser condition, we may reduce the refund price, but will contact you with the details as and when this situation occurs

#### IF YOU ARE EXERCISING YOUR RIGHT TO CHANGE YOUR MIND

- You must return the goods to us within 14 days of the date you received it
- We will process your refund within 14 days of the date on which we receive the item back from you

#### ANY QUESTIONS?

- If you have any questions on how to return your item to us, contact us at [support@sprogstogs.com](mailto:support@sprogstogs.com)