

Returns Policy (businesses and consumers)

Returns Policy

(1) Introduction

We understand that from time to time you may wish to return a product to us.

We have created this 28-day returns policy to enable you to return products to us in appropriate circumstances.

This returns policy applies to customers irrespective of your geographical location.

This policy does not affect any statutory rights you may have (such as consumer rights under the Consumer Protection (Distance Selling) Regulations 2000).

(2) Returns

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

- (a) we receive the returned product within 28 days following the date of delivery of the product;
- (b) the returned product is unused, in its original packaging, with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
- (c) you comply with the returns procedure set out below; and
- (d) none of the exclusions set out below apply.

(3) Returns procedure

In order to take advantage of your rights under this returns policy, you must:

Send a notification email advising of the return of product and include the receipt of payment.

Products returned under this policy must be sent to:

PO Box 4820
Worthing
West Sussex
BN11 9RL

You will be responsible for paying postage costs associated with returns under this policy.

(4) Exclusions

The following kinds of products may not be returned under this policy:

- (a) food, drink and any other products liable to deteriorate within the period set out in Section 1 and 2 above;
- (b) toiletries and cosmetics;
- (c) any product made to your specification;
- (d) any product made to order;

(e) gift vouchers.

(5) Refunds

We will send you a refund for the full price of any product properly returned by you in accordance with the terms of this returns policy excluding the original delivery charges and excluding the costs of returning the product to us.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

We will process the refund due to you as soon as possible and, in any event, within 30 days of the day we received your returned product.

(6) Improper returns

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

- (a) we will not refund or exchange the product;
- (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
- (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

(7) About us

Our full name is Molly Coddle Childrenswear Ltd.

Our registered office is

41b Beach Road, Littlehampton, West Sussex, BN17 5JA
and our principal trading address is
PO Box 4820, Worthing, United Kingdom, BN11 9RL.

Our company registration number is 07475655.

Our email address is info@mollycoddlechildrenswear.co.uk.

Our VAT number is 126 6710 20.