

CuddleCritters - Soft Toys You'll Love

Q: What types of soft toys do you sell?

A: We offer a wide variety of soft toys including animals (bears, dogs, elephants, etc.), cartoon characters, custom plushies, and seasonal collections.

Q: Are your products safe for babies and toddlers?

A: Yes! All our soft toys are made from non-toxic, hypoallergenic materials and comply with international safety standards (EN71, ASTM).

Q: Can I customize a soft toy?

A: Absolutely! We offer customization options for names, colors, and even custom-designed plush toys for special occasions like birthdays or corporate events.

Q: What are your delivery options and timelines?

A: We offer standard (5-7 business days) and express (2-3 business days) delivery across India. International shipping is available on request.

Q: Do you accept bulk or wholesale orders?

A: Yes, we do! Please contact our support team at bulk@cuddlecritters.com for bulk pricing and minimum quantity requirements.

Q: How can I care for my soft toys?

A: Most of our toys are machine washable on a gentle cycle. For delicate or handmade items, we recommend spot cleaning with a mild detergent.

Q: What is your return/exchange policy?

A: We offer a 7-day return or exchange window for unused products with tags intact. Personalized items are non-returnable unless defective.

Q: How can I track my order?

A: Once your order is shipped, you'll receive a tracking number via email or SMS. You can also log

in to your account to check the status.

Q: Do you offer gift wrapping?

A: Yes, we do! During checkout, you can select our gift-wrapping service and add a personalized message.

Q: How can I contact customer support?

A: You can reach us at:

- support@cuddlecritters.com
- +91-9876543210
- Live chat on our website (9 AM to 6 PM, Mon-Sat)

Q: Where are your soft toys made?

A: All our toys are proudly made in India with love, care, and attention to detail.

Q: Can I cancel or change my order after placing it?

A: Orders can be modified or cancelled within 2 hours of placing them. Contact support as soon as possible.

Q: Do you offer eco-friendly or sustainable options?

A: Yes, we have a special eco-friendly range made with organic cotton and recycled materials.

Q: Can I send a toy as a gift directly to someone?

A: Yes, simply enter the recipient's address at checkout. We will not include the invoice in the package.

Q: Do you have a physical store?

A: Currently, we operate exclusively online. However, we occasionally host pop-up stores during festive seasons.