

Agreement Policy for LittleJoy

Welcome to LittleJoy Boutique, a trusted e-commerce platform offering a delightful range of children's products, including toys, clothing, books, accessories, and nursery essentials. This Agreement Policy governs all purchases and interactions on our platform, ensuring a safe and enjoyable shopping experience for our customers. By placing an order, you agree to the following comprehensive terms:

- **7-Day Return Policy:** LittleJoy Boutique provides a 7-day (1-week) return period, starting from the date of delivery. Eligible products may be returned for a full refund or exchange, provided they are unused, in their original packaging, and in the same condition as received, with all tags, labels, and accompanying materials intact.
- **Return Eligibility:** Returns are accepted for standard items such as toys, clothing, books, accessories, and nursery essentials. Personalized items (e.g., custom-embroidered clothing or engraved toys) and hygiene-sensitive products (e.g., opened diapers or feeding bottles) are non-returnable unless defective.
- **Return Process:** To initiate a return, contact our customer support team within 7 days of delivery to request a Return Merchandise Authorization (RMA) number. This number must be clearly marked on the return package. Returns without a valid RMA number may be rejected or delayed.
- **Return Shipping Costs:** Customers are responsible for return shipping costs unless the return is due to a defective product, an incorrect item shipped, or an error by LittleJoy Boutique. In such cases, we will provide a prepaid shipping label to facilitate the return.
- **Refund Processing:** Refunds will be processed within 5-7 business days of receiving and inspecting the returned item. Refunds will be issued to the original payment method, and customers will be notified via email once completed. Original shipping fees are non-refundable unless the return is due to our error.
- **Defective or Damaged Products:** If a product arrives defective, damaged, or not as described, customers must notify us within 24 hours of delivery. We will arrange for a replacement, repair, or full refund, including free return shipping. Photographic evidence of the issue may be required to expedite resolution.
- **Product Safety and Authenticity:** All products sold through LittleJoy Boutique meet strict safety standards for children and are sourced from reputable manufacturers or authorized distributors. Toys, clothing, and nursery items are tested for compliance with applicable safety regulations to ensure they are safe for young users.

- **Pricing and Availability:** Prices are subject to change without notice due to market conditions, supplier costs, or promotional events. Product availability is confirmed only upon order processing and payment completion. If an item is out of stock, we will notify you promptly and offer a refund or alternative options.
- **Order Cancellation:** Orders may be canceled free of charge before shipment by contacting our customer support team. Once an order has shipped, it is subject to the 7-day return policy, with the customer responsible for return shipping costs.
- **Secure Payment Methods:** We accept major credit cards (Visa, MasterCard, American Express), debit cards, and approved digital wallets (e.g., PayPal, Apple Pay). Payments are processed through encrypted channels, and full payment is required at the time of purchase to confirm the order.
- **Shipping and Delivery:** Orders are processed within 1-2 business days, excluding weekends and holidays. Delivery times vary based on the customer's location and selected shipping method (standard, expedited, or international). Tracking information will be provided upon shipment. We are not responsible for delays caused by carriers or customs for international orders.
- **Limited Warranty:** Products come with a six-month limited warranty covering manufacturing defects, such as broken toy components or faulty clothing zippers. This warranty does not cover damage from misuse, accidents, or normal wear and tear. Proof of purchase is required for warranty claims.
- **Customer Privacy Protection:** We are committed to protecting your personal information. Data collected, such as names, addresses, and payment details, is used solely for order processing, customer support, and legal compliance. We do not share your information with third parties for marketing purposes and comply with applicable data protection laws.
- **Dispute Resolution:** Disputes arising from purchases or this policy should first be addressed with our customer support team. Unresolved disputes will be handled through mediation or arbitration, following the rules of a recognized arbitration body, before pursuing legal action, ensuring a fair resolution process.
- **Governing Law:** This agreement is governed by the laws of the state or country where LittleJoy Boutique is headquartered, as applicable to e-commerce transactions. Any legal proceedings will take place in the courts of that jurisdiction. Customers agree to comply with all relevant local, national, and international laws.

Contact Us

For questions, returns, or assistance, contact our customer support team at support@littlejoyboutique.com, via the live chat on our website, or by calling our toll-free number (available on the website). Our team is available Monday through Friday, 10 AM to 8 PM, and we aim to respond within 24 hours.

Policy Amendments

LittleJoy Boutique reserves the right to update this Agreement Policy to reflect changes in business practices, legal requirements, or industry standards. Updates will be posted on our website, and revised terms will apply to purchases made after the effective date. We encourage customers to review this policy periodically.

By purchasing from LittleJoy, you acknowledge that you have read, understood, and agree to be bound by the terms of this Agreement Policy. Thank you for choosing LittleJoy Boutique for your children's products.