

Kids Cavern Internet Orders

Customer care

If you have any queries regarding your order, please contact us either by email at: sales@kidscavern.co.uk or by calling: +44 (0) 151 236 1475

UK Returns Policy

- Items must be returned within 21 days of purchase, with original receipt enclosed.
- Items must be returned new, unused and with all garment tags still attached
- Shoes must be returned in their original undamaged box as this is considered part of the product
- Please note that refunds **do not** apply to sale products (This applies to sale and discounted items) We will however exchange the item within 2 weeks of purchase if you are not completely satisfied with the item.

Please Note

Sale Products -

Hygiene on Products-

Returns postage -

In store returns -

Refunds **do not** apply to 'sale' products.

Refunds **do not** apply to underwear garments such as tights, boxer shorts or knickers

Returns postage must be paid by customer

Sadly due to the way in which our system is run we cannot accept returns in store, we do apologise for any inconvenience caused

Receiving a Refund

All correctly returned products will receive a refund excluding shipping costs. This refund will be made to the customers original debit or credit card as provided at the time of purchase

Exchanges

Exchanges can be made for a different size on the original item, depending on stock.

If the size you require is unavailable we will contact you and offer you either an alternative item or you

HOW TO MAKE A RETURN:

1. When making a return please fill in the form below, ticking appropriate boxes. If you require an exchange please state the correct size you need in exchange
2. When sending please enclose your original receipt and the slip below
3. Please send your parcels to:

Kids Cavern, Unit 22 Cavern Walks, Mathew Street, Liverpool, L2 6RE, United Kingdom

Cut along line



Kids Cavern Returns

Name _____

Order Reference Number: _____

Items returned: _____

Refund ☐

please tick appropriate box

Exchange ☐

Exchange Size _____

Further Questions _____