



Tots Attire

Returns & Refunds policy:

You are entitled to cancel your order within 7 days of ordering the item(s) before the item(s) have shipped without giving any reason for doing so.

You are entitled to request a refund of your order within 15 days of receiving the item(s), if there is a reason you are dissatisfied. Refund will only be issued upon return and delivery of item(s) to 807 Carter St, Seymour, Tn 37865 and if the items meet the conditions.

The deadline for canceling/requesting a refund of an order is 15 days from the date you received the goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise your right of cancellation, you must inform us of your decision by means of a clear statement.

You can inform us of your decision by e-mail at: totsattiredresses@gmail.com The email needs to clearly state that you would like a refund and will return the item as delivered. Please include why you were unhappy with your purchase.

We will reimburse you no later than 30 days from the day on which we receive the returned goods. We will use the same means of payment as you used for the order, and you will not incur any fees for such reimbursement.

Conditions for returns:

In order for the goods to be eligible for a return, please make sure that:

- The goods were purchased in the last 30 days AND received in the last 15 days
- The goods are in the original packaging and have not been worn, used, or damaged after receiving. All items/products are photographed before packaging and will be compared to the pre-shipped photograph for damages

The following goods cannot be returned:

- The supply of goods made to your specifications or clearly personalized.
- The supply of goods that have been worn.
- The supply of goods that have been damaged post packaging and shipping by Tots Attire.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions at our sole discretion.



Tots Attire

Returning Goods

You are responsible for the cost and risk of returning the goods to us. You should send the goods to the following address:

807 Carter St, Seymour, Tn 37865

We cannot be held responsible for goods damaged or lost in return shipment. Therefore, we recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the goods or proof of received return delivery.

Gifts:

If the goods were marked as a gift when purchased and then shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned product is received, a gift certificate will be mailed to you.

If the goods weren't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give it to you later, We will send the refund to the gift giver.

Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us by e-mail totsattiredresses@gmail.com or by phone: (865)256-5573.