

Tots Gear T&C's

DATA Protection

We shall not use your personal data for any other purpose other than transactional.

We shall not pass on or sell your personal data on to any 3rd party.

Products and services

Handmade sewn goods and machine embroidery services are provided by Tots Gear. We may also offer fabric and by the meter and other hand crafted items for sale from time to time.

Prices and payment

All prices are displayed with each online item for sale. VAT is included.

Payment can be made online via PAYPAL.

Shipping

Online Purchases posted to the UK will normally be dispatched in 3-5 days unless otherwise advised. Royal Mail will be used for UK postage.

Local orders can be collected free of charge – please tick the box at checkout.

Postage to Europe (usually 3-5 days)

Postage to North America will tracked (usually 5-7 days)

We aim to get our deliveries to you in the above timescales, but cannot always guarantee this due to 3rd party shipping providers.

Orders taken directly will be confirmed in writing and delivery timescale (or collection) will be confirmed at time of order.

Guarantees

Any faulty items will be repaired in the first instance. If it cannot be repaired, it will be replaced. Any faults must be reported to us and returned within within 14 days of purchase (or receipt of purchase).

Returns and refunds policy

We want you to love your purchases from Tots Gear. You have 14 days from date of purchase (or date of receipt of purchase if posted) to change your mind about your purchase and request an exchange or refund (if applicable). Returned items must be unused and unworn and returned within 14 days of notifying Tots Gear of the cancellation of order. Return postage shall be paid by the purchaser stating where and when the item was purchased. Please note that this returns policy does not apply to items that have been custom made (such as Memory Quilts) or any item that has been personalised.

If you buy any of our clothing and you need a different size, a then we will happily exchange it. You must contact us within 14 days of purchase to do this. As all our products are handmade and we try to keep them quite unique, we cannot guarantee to make an exchange for a product in exactly the same fabrics. We will however, happily swap for a suitable alternative.

Future changes to T&C's

All changes to our Terms and Conditions will be updated on our website www.totsgear.co.uk

Contact Details

Tots Gear owner - Lynne Wallace (sole trader)

Address – 3 Westwood Walk, Westhill, Aberdeenshire, AB32 6WT

Email – lynnewallace10@hotmail.co.uk

Phone – 07894334434 (UK)

DISPUTES

Online disputes shall be resolved by clicking this [link](#) To The European Online Dispute Resolution (ODR) platform is provided by the European Commission