

**Q: Eeek! What do I do if something goes wrong with my NEW Wolf Wolf garment?**

A: PLEASE contact us immediately so we can help and sort it out. All our garments are hand-made, so some human-error might slip in. Let us know of any compliments/complaints at [info@wolfwolf.co.za](mailto:info@wolfwolf.co.za)

**Q: If I am not happy with my purchase can I return/exchange it? And how?**

A: Yes, you can return/exchange all/some of your items within 30-days of purchase for a full refund on the items.

Wolf Wolf Kids does not accept the return/exchange of any items that have been washed/used/damaged in any way. Items must be returned in their original packaging. We reserve the right to examine each returned garment before issuing a refund/exchange.

If you want to return the items, please contact us at [hello@wolfwolf.co.za](mailto:hello@wolfwolf.co.za), stating WHY you would like to return/exchange the item(s), and we will take it from there.

**Q: Do I pay for the return/exchange?**

A: **If it is a return at your own choice**, we unfortunately do not refund the delivery cost/ pay for the return-delivery of the exchange.

**If in the case of a damaged/wrongly sent items/parcel:**

You will unfortunately have to incur the initial cost of return-delivery fee.

Upon receipt of the package we will examine the items/parcel and in the case of the error being on our side, refund the clients purchase-price, delivery fee **as well as return-delivery fee**. If you choose to receive a new Wolf Wolf item(s) instead of a refund, delivery is on us.

**Q: In the case of return/exchange, how do I get the parcel back to you?**

We will send you contact details for an affordable and trustworthy courier company to arrange a time and place that best suits you.

**Q: I just want to exchange it for a different size. Do I still need to pay to exchange the item?**

Unfortunately you will need to pay to get the original garment back to us, but we will send your newly preferred size back to you, free of charge.