

**Q: How much does delivery cost?**

A: Delivery is **R50-00** on all orders under R500-00  
Delivery is **FREE** on all orders over R500-00  
(applicable to anywhere within the borders of South Africa)

**Q: How long does delivery take?**

A: Delivery to anywhere in South Africa will take a **maximum of 6 working days**. But we will do our very best to make sure it is at your door/at your desk within **2-3 working days**.

**Q: Where are you based?**

A: We are based in Johannesburg, South Africa

**Q: Where are Wolf Wolf garments made?**

A: Wolf Wolf garments are all made locally, right here in Jozi.

**Q: Where can I buy Wolf Wolf clothing other than your online store?**

A: Wolf Wolf is available in various boutiques in South Africa. To find out if we have a stockist near you, e-mail us at [hello@wolfwolf.co.za](mailto:hello@wolfwolf.co.za) with your area and we can direct you to the store closest to you. Wolf Wolf is also available at lifestyle/baby-and-children's events through-out the year. Follow our Facebook and/or Instagram page to see where we will be next!

**Q: Can you do custom-made/custom-printed garments?**

A: YES, we can! Please feel free to contact us at [hello@wolfwolf.co.za](mailto:hello@wolfwolf.co.za). Please note that any custom-orders will be billed and timed individually, depending on each order. Please also note that we only custom-make garments that agree with our brand-identity. All our custom-orders are originally designed together with you, the client. We do not copy pictures/photos sent to us.

**Q: I want my friend's new baby's name printed on the babygrow I am buying for her baby shower. Is it possible?!**

A: YES, you absolutely can! Yay for you for being such a great friend for thinking about it! We charge a R15-00 fee, PER NAME on any garments you want to have printed.  
(Name & Surname counts as 2 x names)

**Q: I saw something I like, but would like to have it in a different colour. Can I?**

A: Most of our ranges go into production on a large scale, so we cannot always offer only one garment in a

different colour. We would however like to assist you as best possible, so please feel free to contact us if you have your heart set on something. Please note that a longer delivery time-period and different cost might be implored on an individually-made item.

**Q: Can I machine-wash and iron on the prints?**

A: Yes, all our garments are machine washable and the prints are all iron-friendly.

**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.