



RETURN POLICY

January 2017

Returns

Our policy lasts 30 days. If you wish to receive a refund or exchange your product you must contact us within 30 days of your purchase date.

To be eligible for a refund or exchange, you must contact us at info@earthtokids.ca to receive instructions and to provide proof of purchase. Product exchanges do not include shipping costs.

Warranties

If your purchase is damaged when you receive it or is otherwise faulty, we will provide a store credit for the damaged items with photographic proof of damage. In order to make a warranty claim for your purchase, please contact us at info@earthtokids.ca. Warranty replacements will be shipped to you free of charge via standard shipping.

Please do not send your purchase back to us as several types of goods are exempt from being returned including our pasta. Returned items will NOT be accepted and you will be responsible for all associated shipping, handling, and customs charges.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.