



Shipping and Returns Policy

Thanks for shopping at Wolves Play Café. We hope you're going to have great fun with your play product, but we're to help if you need it.

Shipping

All postage and 100% recyclable packaging is included in your purchase. Orders are processed within 3-5 business days, not including weekends or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days, but if there will be a significant delay in shipment of your order, we will let you know via email or telephone.

Returns

- If you have to return a product, you can do this within 30 calendar days of your purchase. Customers are responsible for return postage costs. The product must be in the same condition that you received it and unused or undamaged in any way with any relevant photos included in communication for reference.
- After we receive your item, our team will inspect it and offer your exchange or refund.
- If a refund is due, money will be refunded to the original payment method you've used during the purchase. For credit card payments it may take 5 to 10 business days for a refund to show up on your credit card statement.
- If the product is damaged in any way, or you have initiated the return after 30 calendar days have passed, unfortunately you will not be eligible for a refund.

If anything is unclear or you have more questions feel free to contact us at info@wolvesplaycafe.org