Cuddles & Co Return Policy

Last updated: November 25, 2026

We want you and your little one to love every piece. If something isn't right, you can return or exchange most items within 15 days of delivery.

Returns and Exchanges

Return window: 15 days from the date your order was delivered.

To be eligible, items must be:

- Unworn, unwashed, and free of stains, odors, and pet hair
- In their original condition, with all tags attached
- In the original packaging, if possible

For the health and safety of every baby who wears our clothes, we cannot accept items that have been worn, washed, altered, or damaged after delivery.

Final sale (not returnable):

- Items marked "Final Sale" or bought on clearance
- Gift cards
- Items with tags or tracking labels removed

Exchanges: Need a different size or color? We're happy to exchange any eligible item within 15 days, as long as it's in stock. If it isn't, we'll issue a refund instead.

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

How to Start a Return

1. Email us at customersupport@cuddlesandco.store within 15 days of delivery with your order number, the items you're returning, and whether you'd like a refund or an exchange.
2. We'll reply within 2 business days with return instructions and the return address. Items sent back without first contacting us will not be accepted.
3. Pack the items securely and ship them back. We recommend a trackable shipping service, since we can't be responsible for returns lost in transit.
4. Once your return arrives, we'll inspect it and email you to confirm your refund or exchange.

Refunds

Approved refunds go back to your original payment method within 5–10 business days after we receive and inspect your return. Your bank may take a few extra days to post it.

Original shipping charges are not refundable, unless the return is due to our error or a defective item.

Return shipping: You pay return shipping for change-of-mind returns and exchanges. We cover it for defective, damaged, or incorrect items.

If your order qualified for free shipping and the return brings it below the free-shipping minimum, the original shipping cost may be deducted from your refund.

Items returned that don't meet the conditions above will be sent back to you at your expense, or refunded in part, at our discretion.

Damaged, Defective, or Incorrect Items

If your order arrives damaged or defective, or isn't what you ordered, email us at customersupport@cuddlesandco.store within 7 days of delivery with your order number and a photo of the problem. We'll send a replacement or a full refund, including shipping, at no cost to you.

Safety Concerns

Your child's safety comes first. If you notice a torn seam, loose stitching, a loose button, snap, or zipper, or a magnetic closure that looks or feels damaged, stop using the item right away. Please don't try to repair it yourself. Email us at customersupport@cuddlesandco.store with your order number and a photo, and we'll make it right.

Questions

We're here to help.
Cuddles & Co
Email: customersupport@cuddlesandco.store

This Return Policy is part of our Terms of Service. We may update it from time to time. The version posted on our website when you place your order applies to that order.