# Cuddles & Co Store Policies

Last updated: November 25, 2026

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Questions? Email us at customersupport@cuddlesandco.store

# Cuddles & Co Terms of Service

Last updated: November 25, 2026

## Overview

This website is operated by Cuddles & Co ("Cuddles & Co," "we," "us," and "our"). We offer this website, including all information, tools, and services available on it, to you, the user, on the condition that you accept all terms, conditions, policies, and notices stated here.

By visiting our site or buying something from us, you use our "Service" and agree to be bound by these Terms of Service ("Terms"), including the additional terms and policies referenced here or available by link, such as our Return Policy, Shipping Policy, and Privacy Policy. These Terms apply to all users of the site, including browsers, customers, vendors, and anyone who contributes content.

Please read these Terms carefully before using our website. If you do not agree to all of them, do not access the website or use any of our services.

Any new features or tools added to the store are also subject to these Terms. You can review the current version at any time on this page. We may update, change, or replace any part of these Terms by posting changes on our website. Your continued use of the website after changes are posted means you accept them.

Our store is hosted on Wix.com Ltd., which provides the e-commerce platform that lets us sell our products to you.

## Section 1 – Online Store Terms

- By agreeing to these Terms, you confirm that you are at least the age of majority in your state or province of residence. Our products are made for babies and young children, but our website and purchases are for adults only.
- You may not use our products or the Service for any illegal or unauthorized purpose, or violate any laws in your jurisdiction, including copyright and trademark laws.
- You must not transmit any worms, viruses, or code of a destructive nature.
- Breaking any of these Terms may result in immediate termination of your access to the Service.

## Section 2 – General Conditions

- We reserve the right to refuse service to anyone for any reason at any time.
- Your content (not including payment card information) may be transferred unencrypted across various networks and adapted to the technical requirements of connecting networks or devices. Payment card information is always encrypted during transfer and is processed by our payment providers; we do not store full card numbers.
- You agree not to reproduce, duplicate, copy, sell, resell, or exploit any portion of the Service, our product photos, descriptions, designs, or branding without our express written permission.

- Headings in these Terms are for convenience only and do not limit or affect them.

## Section 3 – Accuracy, Completeness, and Timeliness of Information

We are not responsible if information on this site is not accurate, complete, or current. Material on this site is provided for general information only and should not be relied on as the sole basis for decisions. Any reliance on it is at your own risk.

This site may contain historical information, which is not current and is provided for reference only. We may change the contents of this site at any time but have no obligation to update any information.

## Section 4 – Products and Services

- Our products are bought in small batches and are available in limited quantities. They are subject to return or exchange only under our Return Policy.
- We make every effort to show product colors and images accurately. Product photos may include styling, props, or digitally edited images. Your screen's color display, dye lots, and fabric texture may differ slightly from the photos.
- Sizes are approximate. Please check our size chart before ordering; babies grow at different rates, and fit varies by child.
- We may limit sales of any product to any person, region, or jurisdiction, limit quantities, and change product descriptions or prices at any time without notice. We may discontinue any product at any time. Any offer is void where prohibited.
- We do not warrant that the quality of any product will meet your expectations, beyond the warranties required by law.

## Section 5 – Children's Product Safety

Our products are designed for babies and young children and are intended to be used under adult supervision. By purchasing, you agree to read and follow all labels, warnings, and care instructions, and to pass them on to anyone else who cares for the child.

- **Adult supervision.** Always supervise children while they wear our products. Do not leave a baby unattended on a raised surface while dressing or changing.
- **Inspect before every use.** Check seams, closures, buttons, snaps, zippers, and trims before each wear and after each wash. Stop using any garment that is torn, has loose threads or stitching, or has a loose or damaged closure, and contact us as described in our Return Policy.
- **Small parts.** Buttons, snaps, zipper pulls, and similar parts can be a choking hazard if they come loose. Keep loose parts away from children.

- **Sleep safety.** Unless a product is specifically labeled as sleepwear, do not use it as sleepwear. Sleepwear we sell in sizes 9 months and up is designed to fit snugly and is not flame resistant; it must fit snugly for the child's safety, because loose-fitting garments are more likely to catch fire. Keep children away from open flames and heat sources. Follow current safe sleep guidance from your pediatrician.
- **Fit.** Choose the correct size. Do not use a garment that is too tight around the neck, wrists, or ankles, or so loose that it could cover the face.
- **Skin sensitivity.** Wash new garments before the first wear. Stop use and consult a doctor if your child shows signs of skin irritation or allergic reaction.
- **Care instructions.** Follow the care label. Improper washing, drying, or ironing can damage fabric, seams, and closures and affect safety.

## Section 6 – Products with Magnetic Closures

Some of our products, including the Click 'n Cuddle line, use magnets sewn inside the fabric. These magnets are enclosed and stitched between layers of fabric and are not meant to be reached or removed.

- **Inspect the closure.** Check the magnetic placket and seams before every use and after every wash. If you see a tear, rip, or loose stitching, or can see or feel a magnet coming loose, stop using the garment immediately and contact us at customersupport@cuddlesandco.store.
- Do not cut, pierce, iron over, or alter the magnetic closure area.
- **Pacemakers and implanted medical devices.** Magnets can interfere with pacemakers, defibrillators, and other implanted medical devices. Products with magnetic closures are not recommended for children with a pacemaker or other implanted medical device unless approved by their doctor. Adults with an implanted medical device should keep the closure at least 6 inches (15 cm) away from the device, including when holding a child who is wearing the product.
- **Other items.** Keep magnetic closures away from credit cards, phones, hearing aids, and other items that can be affected by magnets.

Cuddles & Co and Click 'n Cuddle are not affiliated with, endorsed by, or sponsored by any other maker of magnetic clothing.

## Section 7 – Intellectual Property

All content on this site, including the Cuddles & Co and Click 'n Cuddle names and logos, product names, designs, prints, photos, text, and graphics, belongs to Cuddles & Co or its licensors and is protected by trademark, copyright, and other laws. You may not use any of it without our prior written permission. Other trademarks that appear on this site belong to their respective owners.

## Section 8 – Prices and Changes to the Service

- Prices are in US dollars and may change without notice.

- We may modify or discontinue the Service, or any part of it, at any time without notice.
- We are not liable to you or any third party for any modification, price change, suspension, or discontinuation of the Service.

## Section 9 – Orders, Billing, and Account Information

- We may refuse or cancel any order. We may limit or cancel quantities per person, household, or order, including orders placed under the same account, payment card, billing address, or shipping address. If we change or cancel an order, we will try to notify you using the contact information you provided. We may limit or prohibit orders that appear to be placed by dealers, resellers, or distributors.
- If an order is canceled after payment, we will refund the amount charged for the canceled items.
- You agree to provide current, complete, and accurate purchase and account information, including your shipping address, and to promptly update it so we can complete your transactions and contact you.

## Section 10 – Shipping, Returns, and Exchanges

- Shipping is governed by our Shipping Policy. We currently ship within the United States. Shipping rates and processing times are listed in our Shipping Policy, and shipping and delivery times are estimates, not guarantees.
- Risk of loss passes to you when the order is delivered to the carrier, except where the law says otherwise. Lost, stolen, or missing packages must be reported to us within 30 days of the delivery date, as described in our Shipping Policy.
- We are not responsible for orders shipped to an incorrect or incomplete address entered at checkout.
- Returns and exchanges are governed by our Return Policy. Eligible items may be returned or exchanged within 15 days of delivery. You must email us to start a return; items sent back without contacting us first will not be accepted.
- For hygiene and safety reasons, items that have been worn, washed, altered, or damaged after delivery, or had tags or labels removed, are not eligible for return. Final sale and clearance items and gift cards cannot be returned.
- If you receive a damaged, defective, or incorrect item, or an item with a damaged seam or closure, stop using it and contact us at customersupport@cuddlesandco.store within 7 days of delivery with your order number and a photo of the problem.

## Section 11 – Product Recalls and Safety Notices

If we learn of a safety issue with a product, we may contact you by email or post a notice on our website, and we will follow any applicable recall requirements. Please keep your contact information current and check our website for notices. You can also find recall information at CPSC.gov.

## Section 12 – Optional Tools and Third-Party Links

- We may give you access to third-party tools that we do not monitor or control. These are provided "as is" and "as available," without any warranties or endorsement, and your use of them is at your own risk and subject to the third party's terms.
- Third-party links on this site, including links to our social media pages, may lead to websites not affiliated with us. We are not responsible for their content, accuracy, products, services, or privacy practices. Please review their policies before you engage with them.

## Section 13 – Reviews, Comments, and Other Submissions

- If you send us reviews, photos, ideas, suggestions, or other materials ("Submissions"), you grant us a non-exclusive, royalty-free, perpetual, worldwide license to use, edit, copy, publish, and display them in any medium, including on our website and social media, without compensation to you.
- Do not submit photos of a child unless you are the child's parent or legal guardian, or have their permission. By submitting a photo of a child, you confirm you have that authority and consent to our use of it.
- You agree your Submissions will not violate anyone's rights, including copyright, trademark, privacy, or publicity rights, and will not contain unlawful, abusive, obscene, or misleading content or malicious code. You are responsible for your Submissions and their accuracy.
- We may, but are not required to, monitor, edit, or remove any Submission.

## Section 14 – Personal Information

Your submission of personal information through the store is governed by our Privacy Policy. We do not sell your personal information. Our website is intended for adults; we do not knowingly collect personal information from children under 13.

## Section 15 – Errors, Inaccuracies, and Omissions

Our site may sometimes contain errors, inaccuracies, or omissions relating to product descriptions, pricing, promotions, offers, shipping charges, transit times, and availability. We may correct them, change or update information, or cancel orders if any information is inaccurate, at any time without prior notice, including after you have placed your order. We have no obligation to update information except as required by law.

## Section 16 – Prohibited Uses

You may not use the site or its content: (a) for any unlawful purpose; (b) to solicit others to do anything unlawful; (c) to violate any laws or regulations; (d) to infringe our or anyone else's intellectual property; (e) to harass, abuse, insult, harm, defame, or discriminate against anyone; (f) to submit false or misleading information; (g) to upload viruses or malicious code; (h) to collect or track others' personal information; (i) to spam, phish, scrape, or crawl; (j) for any obscene or immoral purpose; or (k) to interfere with or get around the security features of the Service. We may

end your use of the Service for violating any of these prohibited uses.

## Section 17 – Disclaimer of Warranties

- We do not guarantee that your use of the Service will be uninterrupted, timely, secure, or error-free, or that results obtained from it will be accurate or reliable.
- We may remove or cancel the Service for indefinite periods of time without notice.
- To the fullest extent permitted by law, the Service and all products delivered through it are provided "as is" and "as available," without any representations, warranties, or conditions of any kind, express or implied, including implied warranties of merchantability, fitness for a particular purpose, durability, title, and non-infringement, except as expressly stated by us or required by law.
- Nothing in these Terms limits any rights you have under consumer protection or product safety laws that cannot be waived.

## Section 18 – Limitation of Liability

To the fullest extent permitted by law, in no case shall Cuddles & Co, its owners, directors, officers, employees, affiliates, agents, contractors, suppliers, service providers, or licensors be liable for any indirect, incidental, punitive, special, or consequential damages, including lost profits, lost revenue, lost savings, loss of data, or replacement costs, whether based in contract, tort (including negligence), strict liability, or otherwise, arising from your use of the Service or any product, even if advised of their possibility.

To the fullest extent permitted by law, our total liability for any claim arising from or related to the Service or any product shall not exceed the amount you paid for the product that gave rise to the claim.

We are not responsible for injury, loss, or damage caused by: misuse of a product; failure to follow labels, warnings, size guidance, or care instructions; failure to supervise a child; continued use of a product that is worn, torn, or damaged, or whose seams or closures are loose; alterations or repairs made by anyone other than us; or use of a product for a purpose other than its intended use.

Some states do not allow the exclusion or limitation of certain warranties or damages, including for personal injury caused by negligence. In those states, these exclusions and limitations apply only to the extent the law allows, and our liability is limited to the maximum extent permitted by law.

## Section 19 – Indemnification

You agree to indemnify, defend, and hold harmless Cuddles & Co and its owners, affiliates, partners, officers, agents, contractors, licensors, service providers, suppliers, and employees from any claim or demand, including reasonable attorneys' fees, made by any third party arising from your breach of these Terms or the documents they incorporate, your misuse of any product, your Submissions, or your violation of any law or the rights of a third party.

## Section 20 – Dispute Resolution

Before filing any claim, you agree to contact us at customersupport@cuddlesandco.store and give us 30 days to try to resolve the dispute informally. If it is not resolved, any claim must be brought in the state or federal courts located in Wake County, North Carolina, and you consent to the jurisdiction of those courts. Either party may bring an eligible claim in small claims court instead.

## Section 21 – Governing Law

These Terms and any separate agreements under which we provide you products or services are governed by the laws of the State of North Carolina and the United States, without regard to conflict of law rules.

## Section 22 – Severability

If any part of these Terms is found unlawful, void, or unenforceable, that part will still be enforced to the fullest extent permitted by law, and the unenforceable portion will be treated as severed. This does not affect the validity of the remaining provisions.

## Section 23 – Termination

Obligations and liabilities incurred before termination survive it. These Terms remain in effect until ended by you or us. You may end them at any time by notifying us or by no longer using our site. If we believe you have failed to comply with any of these Terms, we may end this agreement at any time without notice and deny you access to the Service; you remain liable for all amounts due up to the date of termination.

## Section 24 – Entire Agreement

Our failure to exercise or enforce any right or provision of these Terms is not a waiver of it. These Terms and any policies posted on this site, including our Privacy Policy, Return Policy, and Shipping Policy, make up the entire agreement between you and us regarding the Service and replace any prior agreements, communications, and proposals. If these Terms conflict with one of those policies on a specific topic, the policy for that topic applies. Any ambiguities in these Terms will not be interpreted against the drafting party.

## Section 25 – Changes to These Terms

You can review the current version of these Terms at any time on this page. We may update, change, or replace any part of them by posting changes on our website. It is your responsibility to check this page periodically. Your continued use of the website after changes are posted means you accept them.

## Section 26 – Contact Information

Questions about these Terms should be sent to:

**Cuddles & Co**
Email: customersupport@cuddlesandco.store

# Cuddles & Co Privacy Policy

Last updated: November 25, 2026

Cuddles & Co ("Cuddles & Co," "we," "us," or "our") runs the website cuddlesandco.store (the "Site"). This Privacy Policy explains what personal information we collect when you visit the Site or buy from us, how we use and share it, and the choices you have. By using the Site, you agree to this policy.

## Contact Us

If you have questions about your privacy or this policy, or want to make a request about your information, contact us:

**Cuddles & Co**
Email: customersupport@cuddlesandco.store

## Information We Collect

**Information you give us**
When you place an order, create an account, sign up for emails or texts, enter a giveaway, or contact us, we may collect:

- Your name
- Billing and shipping addresses
- Email address and phone number
- Payment information (your card details are handled by our secure payment processors; we do not store full card numbers)
- Order history and the details of your messages to us

**Information collected automatically**
When you browse the Site, we and our service providers may collect certain information automatically using cookies and similar tools, including:

- IP address, browser type, and device information
- Time zone and general location
- Pages and products you view, search terms you use, and how you got to the Site
- How you interact with the Site, such as clicks and time spent on pages

## How We Use Your Information

We use your information to:

- Process and fulfill your orders, including payment, shipping, and order confirmations
- Communicate with you about your order, account, or questions

- Send you updates, promotions, and new product news if you've signed up (you can unsubscribe at any time)
- Run giveaways and promotions
- Screen orders for possible fraud or risk
- Understand how customers use the Site so we can improve our products, shopping experience, and marketing
- Meet our legal, tax, and accounting obligations

## How We Share Your Information

We do not sell your personal information. We share it only as needed to run our business, including with:

- Wix, the platform that hosts our Site and online store
- Payment processors that handle your payment securely
- Shipping carriers and fulfillment partners that deliver your order
- Email, text messaging, and marketing service providers
- Analytics and advertising partners (see below)

We may also share information when the law requires it, for example to respond to a subpoena, search warrant, or other lawful request, or to protect our rights, our customers, or the public.

## Analytics and Advertising

We may use tools such as Google Analytics and Wix analytics to understand how visitors use the Site. We may also use advertising tools from platforms such as Meta (Facebook and Instagram), TikTok, Pinterest, and Google to show you ads for Cuddles & Co products that may interest you, including on other websites and apps.

You can limit personalized ads through these links:

- Google: https://adssettings.google.com
- Facebook/Instagram: https://www.facebook.com/settings/?tab=ads
- Digital Advertising Alliance: https://optout.aboutads.info
- Network Advertising Initiative: https://optout.networkadvertising.org
- Google Analytics opt-out: https://tools.google.com/dlpage/gaoptout

## Text Messages (SMS)

If you sign up for text messages from Cuddles & Co, you agree to receive order updates and promotional messages at the phone number you provide. Joining is voluntary and is not required to buy anything. Message frequency varies. Message and data rates may apply. Reply STOP at any time to unsubscribe, or HELP for help. You can also contact us at

customersupport@cuddlesandco.store. Mobile carriers are not responsible for delayed or undelivered messages. We do not share your mobile number with third parties for their own marketing.

## Cookies

Cookies are small files saved on your device when you visit a website. We and our service providers use cookies to:

- Make the Site work, for example to keep items in your cart and help you check out
- Remember your preferences
- Measure how the Site performs and how visitors use it
- Support advertising and social media features

Most browsers let you block or delete cookies in their settings. If you block cookies, some parts of the Site, such as the cart and checkout, may not work properly. To learn more about the cookies used on Wix sites, visit https://support.wix.com/en/article/cookies-and-your-wix-site

## Do Not Track

Some browsers send "Do Not Track" signals. There is no common standard for responding to these signals, so the Site does not currently change how it collects information when it receives one.

## Children's Privacy

We sell clothing for babies and young children, but the Site is meant for adults. We do not knowingly collect personal information from children under 13. If you believe a child has given us personal information, contact us and we will delete it.

## How Long We Keep Your Information

We keep order and account information as long as we need it to provide our services, handle returns and customer service, and meet legal, tax, and accounting requirements. After that, we delete it or make it anonymous. You can ask us to delete your information at any time, as described below.

## Automated Decisions

We do not make decisions about you that have legal or similarly significant effects based only on automated processing. Our platform and payment providers may use automated fraud-prevention tools, for example temporarily blocking a card or IP address after repeated failed payment attempts.

## Your Privacy Rights

Depending on where you live, you may have the right to:

- Know what personal information we have about you and get a copy of it
- Correct information that is wrong
- Delete your personal information
- Opt out of marketing emails and texts
- Opt out of targeted advertising
- Withdraw consent you previously gave

To make a request, email customersupport@cuddlesandco.store. We may need to confirm your identity before we act on it. We will not treat you differently for using any of these rights.

If you live in the European Economic Area or the United Kingdom, we process your information to perform our contract with you (such as filling your order), to meet legal requirements, for our legitimate business interests, or with your consent. Your information may be transferred to and stored in the United States and other countries where our service providers operate.

## Security

We take reasonable steps to protect your personal information, and payments are handled through secure, encrypted payment processors. No method of sending or storing data online is completely secure, though, so we cannot guarantee absolute security.

## Third-Party Links

The Site may link to other websites or social media pages, such as our Instagram and TikTok. We are not responsible for the privacy practices of those sites, so please review their policies.

## Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes to our practices or for legal or operational reasons. When we do, we will post the new version here and update the "Last updated" date above.

## Questions or Complaints

If you have a question or complaint about how we handle your information, email us first at customersupport@cuddlesandco.store. We will do our best to resolve it.

# Cuddles & Co Shipping Policy

Last updated: November 25, 2026

Thank you for shopping with Cuddles & Co! We pack every order with love. Here's what to expect once you place yours.

## Order Processing

- Standard orders are processed within 1–3 business days, and Priority, Expedited, and Express orders within 1 business day (Monday through Friday, not counting holidays).
- Orders placed on weekends or holidays are processed the next business day.
- During sales, holidays, and new collection drops, processing may take a little longer. We'll do our best to get your order out as fast as possible.
- Because we buy in small batches, items are limited. Once your order is placed, we set your pieces aside just for you.

## Shipping Rates and Delivery

We currently ship within the United States. Choose your shipping option at checkout:

| Shipping option | Cost | Processing | Delivery* |
|---|---|---|---|
| Standard | $10.00 | 1–3 business days | 4–7 business days |
| Priority | $25.00 | 1 business day | 3–4 business days |
| Expedited | $45.00 | 1 business day | 2–3 business days |
| Express | $80.00 | 1 business day | 1–2 business days |

*Delivery time is counted after your order ships.

- **Free Standard shipping** on orders of $150 or more (before taxes and discounts).
- Priority, Expedited, and Express are not available for Alaska and Hawaii.
- To get the Priority, Expedited, or Express delivery times, place your order before 2 PM Eastern Time on a business day. Orders placed after 2 PM ET, on weekends, or on holidays are processed the next business day.

Delivery times are estimates and are not guaranteed. Holidays, weather, and carrier delays can add extra time.

## Tracking Your Order

Once your order ships, you'll get a confirmation email with your tracking number. Tracking may take up to 24 hours to update. If you don't see the email, please check your spam or junk folder and make sure the email address you entered at checkout is correct.

## Address Errors

Please double-check your shipping address before placing your order. If you notice a mistake, email us right away at customersupport@cuddlesandco.store. If your order hasn't shipped yet, we'll do our best to update it.

Cuddles & Co is not responsible for orders shipped to an incorrect or incomplete address entered at checkout. If a package is returned to us because of an address error, we'll refund your order minus the original shipping cost, or reship it once you pay the new shipping charge.

## Lost, Stolen, or Missing Packages

If your tracking shows your package was delivered but you can't find it, please:

- Check around your home, mailbox, and with neighbors
- Check with your local post office
- Wait 1–2 days, since packages are sometimes marked delivered early

If it still doesn't turn up, email us at customersupport@cuddlesandco.store within 30 days of the delivery date with your order number. We'll help you file a claim with the carrier. Once a package is marked delivered, Cuddles & Co is not responsible for packages that are lost or stolen, but we'll always do our best to help.

## Missing Items

If an item is missing from your order, email us within 7 days of delivery with your order number and a photo of what you received. We'll send the missing item or a refund for it.

## Damaged Items

If your order arrives damaged, please see the Damaged, Defective, or Incorrect Items section of our Return Policy.

## Questions

We're happy to help!
**Cuddles & Co**
Email: customersupport@cuddlesandco.store

# 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.*