**Terms and Conditions**

**About Us**

Please contact us at [ecototsireland@gmail.com](mailto:ecototsireland@gmail.com)if you have any questions, suggestions, comments or complaints.

Please note that products may be withdrawn from this website at any stage or the website may go offline without any prior notification. We also reserve the right to amend prices of products without prior notification. All prices on this website are in Euro. Please be aware that any purchase made using a non-Euro credit card (ie. $ or sterling) may attract fees and that the exchange rate applied is by your bank and not by Eco Tots.

**Placing an order**

Making a purchase couldn't be easier. Browse our store and add any items by using the drop down menu, entering the required number and then clicking on the ‘Add to cart’ button. After you have finished your selection, click on 'Checkout'. Any discount codes or vouchers can be entered at checkout prior to payment. Please provide your phone number in the ‘Note to Seller’ section in case we need to contact you regarding the product or if courier delivery is required.

**Payment options and credit card security**

We accept payment from all major credit cards and via Paypal. Personal and billing information is entered on a secure (https) connection.

**Contract**

Your transaction is not confirmed until you receive the order confirmation email from us.

**Cancellation**

It is possible to cancel your order and receive a refund up until you receive the ‘order dispatched’ email. Once it has been dispatched it is too late to cancel and instead the ‘Returns’ policy must be followed upon receipt of the order.

**Returns Policy**

Any returns must be approved so please contact us via [ecototsireland@gmail.com](mailto:ecototsireland@gmail.com)  before returning any items. Item/s must be returned unused and undamaged with tags intact within 7 days of receiving the item. An exchange, refund or a voucher code equal to the purchase amount will be offered. \*Please note the customer is liable for return postage. If the item is deemed faulty or the incorrect item has been sent the customer will be reimbursed the return postage cost.

**Shipping**

We only ship orders on weekdays (not including Bank holidays). Orders will be dispatched on the next business day. Orders placed on Friday will not be dispatched until Monday.  
We provide two delivery options, standard and registered post. Choose depending on your requirements at checkout. If you require any other postage or shipping method, please contact us for pricing. Delivery within Ireland is usually within 2 to 3 business days, however, please allow up to 7 business days.