

### **Services Soft play sessions**

No refund will be given if an appointment has been missed. If you wish to cancel a service this must be done at least 24 hours before the appointment to receive a refund.

### **Services soft play parties**

No refund will be given if an appointment has been missed. If you wish to cancel a service this must be done at least 3 days before the appointment to receive a refund.

### **Products**

As long as the product is not defective we can only accept returns for items that are in an unopened condition, are still in their original packaging (as sold), within their shelf-life, and not chilled, frozen or meat items

Chilled and frozen foods are excluded from our Returns Policy due to food safety regulations.

Your invoice will be needed as proof of purchase. Please make sure that you have this available when you return the product to us.

You will need to contact Allshop Ltd to agree any returns. We reserve the right to not accept any item for return unless it is damaged or has been wrongly delivered.

Still need help? Contact us.