

UK and Northern Ireland Returns Policy

Please note: If you receive an item from us that is faulty or mis-packed † we can supply you with a freepost address so you can easily post your item back to us for either a replacement or a refund. For all other returns you will need to pay the return postage costs.

Returns & Refunds

If you wish to return or exchange something please return the item to us within 30 days of receipt for full price items, and 21 days of receipt for sale items. Please return items in the same condition you found them: unworn, unwashed, and with labels still intact and attached!

If you have requested a refund, we will refund the amount you paid using your original payment method. The payment will be refunded within 10 days of the item being received. During busy periods it may take just a little longer.

Exchanges

If you need a different size, please state which size you wish to exchange the item for. If we don't have the item in stock we will contact you to make a refund by the original payment method.

Please note: We can only exchange an item for a different size of the same item. We are unable to exchange a returned item for a different product.

†Faulty Items

All our products go through quality control testing to make sure they reach our customers in fantastic condition, but if you're unhappy with the quality of an item you can return it to our technologists for check, up to three months after you've received it.

Please feel free to call us on 01271 336112 or email us

contactus@oceanbluu.com

Please note: The item will not be considered faulty if your little one has used a permanent marker on the product, has any damage caused by accident, neglect, misuse, wear and tear, or failure to follow care instructions.

Postage

Returns should be sent to: Westacott Road, Barnstaple EX32 8AW United Kingdom. Please download your returns form [here](#). Please detail your name, order number, contact email address and whether you wish to return or exchange the item(s). We will refund the postage costs you incur in returning any items that are deemed to be faulty by our product technicians.

Feel Free to contact us on our Customer Service team to get a Free Post address in order to return faulty items. Call us on **+44 (0) 1271 336112** or email us at contactus@oceanbluu.com

Europe and Rest of World Returns Policy

Returns

If you wish to return something please return it to us within 30 days of receipt for full price items and 21 days of receipt for sale items. Please return items in the same condition that you received them: unworn, unwashed and with labels still intact.

Return them to: Westacott Road, Barnstaple EX32 8AW United Kingdom. Please download your returns form [here](#).

Refunds

We will refund the amount you paid using your original payment method. You should expect to receive the refund within 10 days of the item being received. During busy periods it may take a little longer.

Faulty Items

All our products go through quality control testing to make sure they reach our customers in fantastic condition, but if you're unhappy with the quality of an item you can return it to our technologists for check, up to three months after you've received it.

Please feel free to contact us and let us know about the problem. You can call **on +44 (0) 1271 336112** or email us contactus@oceanbluu.com Please detail your name, the order number and a contact email address.

Please note:

The item will not be considered faulty if your little one has used a permanent marker on the product, has any damage caused by accident, neglect, misuse, wear and tear, or failure to follow care instructions.

Postage

Return them to: Westacott Road, Barnstaple EX32 8AW United Kingdom.
Please download your returns form [here](#).

Please be aware that we cannot be responsible for any parcel losses.

We will refund the postage costs you incur in returning any items that are deemed to be faulty.