

## Terms & Conditions of Sale

The Wild Kids Club

Last updated: Feb 2026

Welcome to The Wild Kids Club.

We're a small, family-run business creating nature-inspired kits, crafts and outdoor learning products for children and families. We pack everything ourselves and always aim to be fair and straightforward.

These terms explain how purchases from our website work and outline your legal rights.

### 1. Who we are

The Wild Kids Club  
Suite 56,  
Sneinton Market Unit 6  
Gedling Street  
Nottingham.  
NG1 1DS

Email: [hello@thewildkidsclub.co.uk](mailto:hello@thewildkidsclub.co.uk)

Phone: 07443 647064

Website: [www.thewildkidsclub.co.uk](http://www.thewildkidsclub.co.uk)

### 2. Placing an order

When you place an order:

- you'll receive an order confirmation email
- your order is accepted when we dispatch it

Occasionally we may need to cancel an order (for example due to stock or pricing errors). If this happens, you'll receive a full refund straight away.

### 3. Prices

All prices are in GBP (£).

Delivery costs are shown at checkout.

Prices may change, but never after you've placed your order.

### 4. Delivery

We aim to dispatch orders promptly within the time shown on each product page.

Delivery times are estimates rather than guarantees, as they depend on Royal Mail or our courier partners.

Responsibility for the goods passes to you once they are delivered.

### 5. Safety and supervision

Many of our products are designed for children and family craft or sensory play.

Please note:

- adult supervision is required
- some items may contain small parts
- products may not be suitable for children under 3 unless stated

It is the parent or carer's responsibility to decide what is safe and suitable for their child.

## 6. Your right to cancel (change your mind)

Under UK law, you have the right to cancel most online purchases.

You can:

- notify us within 14 days of receiving your order
- return the items within a further 14 days

Items must be unused and in a resaleable condition.

Return postage is your responsibility unless the item is faulty or incorrect.

We'll refund you within 14 days of receiving the returned goods.

To cancel, simply email us at [hello@thewildkidsclub.co.uk](mailto:hello@thewildkidsclub.co.uk)

## 7. Items that can't be returned

Some items can't be returned for hygiene or practical reasons unless faulty, including:

- personalised or custom-made products
- opened sensory or craft materials (soil, seeds, rice, pasta etc.)
- perishable items
- digital downloads

## 8. Faulty, damaged or incorrect items

We want you to be happy with your order.

If something arrives faulty, damaged or not what you ordered, please email us within 48 hours with photos and your order number.

Under the Consumer Rights Act 2015 you're entitled to goods that are:

- as described
- fit for purpose
- of satisfactory quality

We'll offer a repair, replacement or refund and cover any necessary return postage.

## 9. Liability

Nothing in these terms affects your legal rights as a consumer.

Our liability is limited to the price paid for the goods.

## 10. Contact

If you ever have a question or problem, just get in touch. We're real people and happy to help.

hello@thewildkidsclub.co.uk

### Returns & Refunds Policy

#### Change of mind

You can return unused items within 14 days of delivery.

Please:

- email us first
- return items unused and in original packaging

Return postage is your responsibility.

Refunds are processed within 14 days of receiving the return.

#### Faulty or damaged

If something arrives damaged or faulty:

- email us within 48 hours
- include photos and your order number

We'll arrange a replacement or refund and cover return costs.

#### Return address

The Wild Kids Club,  
Suite 56,  
Sneinton Market Unit 6,  
Gedling Street,  
Nottingham.  
NG1 1DS