

FAQ

Q: How long does it take to ship?

A: In stock items ship 7 business days. Out of stock items ship 4-6 weeks.

Q: Do we offer expedited shipping?

A: No

Q: Can we ship internationally?

A: No

Q: Do we ship through Fed Ex, UPS, or USPS?

A: FED EX

Q: What fabric is it made out of?

A: All items have pass all government standards

Q: What is the return policy?

A: Please read below

Q: What are some of the gifts my child would be getting each month?

A: We offer an array of fun items for your child.

Q: Is the membership for a certain period of time (like 1 year) or am I signed up indefinitely?

A: You may cancel at anytime.

Q: How do I cancel the membership?

A: Send us an email, include your last name and the last 4 digits of your card.

Q: What payment methods do you accept?

A: Paypal accepts all credit cards.

Privacy

We at Queetles place great value on your privacy, so we want you to be aware of the ways in which your personal information is used (and not used, as is often the case). Please read below for various kernels of info relating to your privacy.

Queetles has created this privacy statement in order to demonstrate our firm commitment to privacy. The following discloses the information-gathered and dissemination practices for our website: www.Queetles.com.

We do not share any personal information gathered online with outside companies.

Our site uses an order form which customers can use to request information, products, and services. We collect visitors' contact information (like name and email address) and financial information (like credit card numbers). Contact information from the order form is used to send orders and information about our company to our customers. The customer's contact information is also used for getting in touch with the visitor when necessary. Users may opt out of receiving future mailings simply by sending us an email request. Financial information we collect is only used to bill the user for products and services.

Security

This site has security measures in place to prevent the loss, misuse and alteration of the information under our control. All order transactions are conducted via a secure server, PayPal.

Thank you for shopping Queetles

= = =

RETURNS

We hope you enjoy your new purchase, and we're grateful for your business. We're a small company with real human beings (not just web pages and computers), so we really do appreciate your order. We do our best to offer the coolest critters, and helpful, responsive customer service. We have developed what we believe is a fair return policy; as stated on our web site, please note that by purchasing goods from Queetles, you have agreed to the following:

ALL SALES ARE FINAL— Because the items sold on Queetles are extremely difficult for us to buy and bring into the U.S.A., we cannot accept returns on non-defective merchandise and can't issue refunds, credits, or exchanges for a different item.

DEFECTIVE RETURN POLICY: All of our Queetles are sold as collectible, made in limited runs and often hand-numbered or assembled. Slight imperfections are typical with this kind of product, and most often enhance the value. However, if your merchandise has a significant defect right out of the box, we'll be happy to exchange it for a non-damaged item. You must contact us within **TEN (10) DAYS** from the date of purchase, using the procedure listed below. Please note: Queetles will only accept defective returns for items that are received in their original packaging. Adoption cards, gift bags, accessories, plastic packaging, and anything else that came with the item must be included as well. If your return does not meet these conditions, you'll be charged a 15% re-stocking fee or have your defective merchandise returned to you. Items damaged due to customer abuse or negligence won't be accepted.

HOW TO MAKE A RETURN:

Contact Queetles within **TEN (10) days** from the date of purchase. Once we get your unit, we'll check it out and contact you to complete the return. It's that simple!

Thanks again for shopping with Queetles! We'll continue to work hard to make it worth your while to order from us again in the future!