



FAQS

ORDERS

1. How do I find the perfect size?

You are not sure about the size? No problem! Neonkids is here to help you. You can find our size guide page by clicking on “Not sure about the size?” section in our home page website. Or, simply send us an e-mail to support@neonkids.store and our team will assist you.

2. Can my child try on the swimwear at home?

This is of course possible. However, we would like to ask you to keep their panties on when trying on the bathing suits, bikini bottoms, short trunks and swimsuits.

3. Can I cancel my order?

We understand that sometimes unforeseen circumstances arise and therefore we totally understand you. Best thing to do is to write us an e-mail (support@neonkids.store) as soon as possible after ordering. If the order has not yet been packed and shipped at that point, cancellation is not a problem.

4. I just made an order and want to add more items, what should I do?

If your order hasn't been processed yet, contact us as soon as possible via e-mail support@neonkids.store . We'll do our best to adjust your order before it ships!

5. I have a swimming school and would like to make a big order, what should I do?

Before making an order, send us an email to neonkids.nn@gmail.com for a better deal (if it is more than 20 items). Bear in mind that certificates as proof will be required by Neonkids Team. We will be happy to negotiate with you.



SHIPPING, RETURNS & EXCHANGES

6. Is there free shipping?

Yes, there is free shipping for orders above 200 CHF (internationally)

7. Who bears the costs for return shipping?

You will be responsible for the return shipping costs for exchanges and returns.

8. Can I return items?

Returns are accepted **only in specific circumstances** and are subject to our return conditions.

You may request a return if:

- The item is the **wrong size** and you would like to exchange it for another available size.
- You received the **wrong model or product** due to an error on our side.
- The item arrived **damaged, defective, or faulty**.
- The item is **significantly different from the product ordered** due to an error on our side.

For hygiene and safety reasons, returned swimwear must be **unused, unworn, unwashed, and in its original condition and packaging**, with all original labels attached.

Returns will not be accepted for personal preference or reasons unrelated to the above, including simply changing your mind, no longer wanting the item, finding another product you prefer, or purchasing too many similar items.

Once an order has been placed and processed, it cannot be cancelled or returned simply because you have changed your mind or because you have decided that you would prefer a different gift for your child.

If you are unsure whether your situation qualifies for a return or exchange, please contact us before sending anything back. Each request will be reviewed individually according to our return policy.



9. How do I return or exchange items?

For returns or exchanges, please use our [return form](#) and fill out completely.

10. How long do I have to return items?

Items must be returned within 30 days from the date of delivery. Products must be unworn, unwashed and in their original condition, with all tags attached. Returns must be accompanied by the original receipt or proof of purchase.

Please note that NEONKIDS is not responsible for packages lost or damaged during shipping, or for the recovery of lost or stolen packages once they have been delivered.