



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?

Yes, you may return the items as long as they are returned in their original condition- which means : unused (bottom sticker not been removed), unwashed, undamaged and with all the original tags attached.

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.