



What forms of payment do you accept?

1. Credit card payments – Visa & Mastercard.
2. Direct Deposit to our St George Business Account:
Account Name: BABIES2KIDS trading as THE ROCKING HORSE
BSB # 112-879
Account Number # 437400630

What is your return/exchange policy?

We want you to love your purchase from The Rocking Horse. If you are not 100% happy ... we will gladly assist you in choosing something from our collection. We will gladly exchange within 14 days of the purchase date! All items returned for an exchange must be received in the same care & condition as they were delivered. That is, in original packaging, labels intact, the item unused and/or unworn. A copy of the receipt must accompany the returned item and additional delivery charges for the exchange will be charged accordingly.

Sale items are not exchangeable or refundable.

We encourage you to contact us via email, phone or fax if you have any further queries.

How do I go about exchanging/returning an item?

To make a return or exchange simply call or email our Customer Care department within the 14-day guarantee period to discuss and obtain a Return Authorisation Number (RA#). Please enclose RA# with item or clearly indicate the RA# on the outside of the parcel to ensure prompt processing. Your return must be accompanied by the receipt. Original postage and handling charges are non-refundable. Returns need to be well-packed and we recommend the return be sent via a traceable method. We cannot guarantee an exchange without RA#. Please post all return items, together with a RETURN SACHEL to:

**THE ROCKING HORSE
ATTENTION: CUSTOMER CARE/RETURNS**

**PO BOX 201
HORSLEY PARK NSW 2175
AUSTRALIA**

Out of Stock Policy?

If the item you selected has not been updated with a "TEMPORARILY SOLD OUT" or "COMING SOON" notice and is actually out of stock, we will inform you immediately upon receipt of your order. We will inform you via e-mail of the backorder/delivery schedule and can assist you in choosing something else from our collection, should you not wish to wait for this item to arrive.

How do you guarantee the security of my credit card information?

Shop with us and feel protected and safe, as we have partnered with Westpac to bring you a secure shopping experience!

Our payment page is accredited by one of Australia's largest banks - Westpac and adheres to their strict security requirements. Westpac ensures the use of digital certificates and uses 128-bit SSL encryption to establish a secure browser session between you and us!

Your Information Stays with us!

We respect your privacy. We would never sell or distribute any customer information, under any circumstance, including the information of people subscribed to our mailing list and email newsletter list. Your information stays with us!