

Customer Services

We pride our company on the customer service we offer and we always try and manage (and hope to exceed) your expectations. When you place an order with a CuteBitz Limited store you will keep you updated by both telephone and/or email regarding the progress of your order. We even offer a "text me when my item is dispatched" service which provides you with details of your order dispatch details once it leaves us.

Some of the main reasons customers' choice to use us are:

We Check Our Prices

We're committed to bringing you the widest choice of quality products at competitive prices and we regularly check our prices against our competitors to ensure they're amongst the most competitive in the UK. Don't forget – we also offer a Price Promise.

We Don't Have Any Hidden Costs

Our prices include VAT and our delivery costs are clearly visible throughout the site so the price you pay is the price you see.

We're Available On The Phone

We have a UK based customer service telephone number and are happy to help in any way. If you're based in the UK we'll happily call you back to save you the cost of the phone call.

We Have Our Own Warehousing And Manage Our Own Dispatch

We have UK based warehousing and distribution centres which means that your product is dispatched directly from us and, in the unlikely event the item is out of stock we can let you know as soon as possible via telephone or email. We also offer same day shipping Monday – Friday on all orders placed before 16.00.

100% Security

We use state of the art security measures and a very sophisticated fraud screen process to ensure your order and personal details remain secure.

Complaints

We welcome all feedback about our service and we aim to deal with any problems or difficulties experienced by our customers both quickly and fairly.

Although we pride ourselves on our customer service, if you feel you have a complaint you wish to make please e-mail us at info@cutebitz.com or call our Customer Service team on +44 1483 45 86 44.

We have a simple but comprehensive returns and refunds policy which means that most queries can be resolved quickly and easily over the phone. For issues that cannot be resolved immediately we will respond within 48 hours either resolving your complaint or with an expected timescale for resolution of the issue.