



Little English Frequently Asked Questions

Questions regarding returns:

- Why do I need a Return Authorization (RA) number and form?
 - *We receive many returns and exchanges on a daily basis. The return authorization number ensures us that we have documented and have been informed of the return and are expecting it. The return authorization form gives us all of the pertinent information we need to process your return or exchange on time and correctly. Items returned without RA # and form will be delayed.*
- If I purchased an item at a warehouse sale, can I return it?
 - *All items purchased at one of our warehouse sales are final sale and not eligible for return or exchange.*
- Can I return an item that I purchased from a store that carries Little English?
 - *All items that have been purchased at a store, other than Little English online or one of our warehouse sales must be returned to that store. We do not accept returns from stores.*
- Can I return my items after 21 days?
 - *Any items returned after 21 days of your invoice date (the invoice you receive in your package) are eligible for store credit only. All returns must be accompanied with an RA# that can be obtained by emailing customerservice@littleenglish.com. Once your items are received, you will be given an online code to apply your store credit to a future order.*

Questions regarding sizing:

- If I purchase an item for my child and it does not fit, can I return it for another size?
 - *Absolutely. You can return an item for any reason, as long as it is within the limits of our return policy. Please contact customerservice@littleenglish.com to obtain a RA #.*
- How would your clothing sizes compare to a major brand, such as Carter's?
 - *We use 100% cotton on the majority of our items, and our items do not stretch as most Carter's items do. Also, we do not size our clothing based on weight measurements.*
- Do your Pima shirts run small?
 - *Our Pima shirts do not run small, however, they are 100% cotton and are not pre-shrunk. We advise ordering one size up to get more wear out of this particular item.*
- How do our pima playsuits run?
 - *Our pima layettes are true to size newborn to about 8 -10 weeks. Our 3m-24m sizes run generous through the body.*

- If my child is between sizes, for instance, 9m and 12m, what size should I order?
 - *Our sizing runs true to size. Please order the size that your child currently wears, unless you would like for them to have growing room, then we suggest ordering the size up. We do not carry 9m sizes, so in the case of a child wearing a 9m, we suggest you order a 12m. There is generally a ½ inch difference all the way around between sizes.*
- If my child currently is 2 ½ years old and wears a 2 what size do we recommend?
 - *It depends on when they will be receiving the item and seasonally when they will be wearing it... we would suggest you buy a 3 if they are planning to begin wearing it in 3-4 months from purchase (ex. Christmas or Easter.)*