



Jolly Frog Books Terms & Conditions

Welcome to Jolly Frog Books! By placing an order with us, you agree to the following Terms & Conditions:

Ordering & Payment

- Orders can be placed through our website or via email at collection@jollyfrogbooks.co.uk.
- We accept payments directly through our website via Stripe, or direct bank transfer for emailed orders.
- All orders are subject to availability.

Pricing & Discounts

- All prices are in GBP and include VAT, where applicable.
- Discounts and promotions are applied at checkout and cannot be combined unless stated.

Privacy & Data

- We take your privacy seriously. Please see our Privacy Policy for details on how we collect and use personal information.

Accessibility

- We strive to make our website and services accessible to all. Please see our Accessibility Statement for details and ways to contact us for support.

Intellectual Property

- All content, images, and materials on this website are either owned by Jolly Frog Books or used with permission.
- You may not copy or reproduce content without our written consent.

Contact Us

- If you have any questions about your order, returns, or our policies, please contact us at collection@jollyfrogbooks.co.uk

Jolly Frog Books Privacy Policy

Last updated March 23rd 2026

At Jolly Frog Books, we take your privacy seriously. We only collect the information we need to deliver magical books to your door and keep you updated with our adventures!

Information We Collect

When you order from us or sign up for updates, we may collect:

- Your name and contact details (email, phone)
- Your delivery address for shipping books
- Payment details processed securely via our payment provider
- Optional information you provide for special requests

How We Use Your Information

We use your information to:

- Process and deliver your book orders
- Send updates about your order and delivery
- Notify you of special offers or Jolly Frog news (only if you've opted in)
- Improve our store and services

Who We Share Your Information With

We will never sell your personal data. We may share it only with trusted partners to fulfill your order:

- Payment processors (Wix Payments)
- Courier and UK-based distributor for shipping
- IT providers for website functionality

How We Protect Your Information

Once the order is processed and shipped, we delete your personal information from our records. However, on the contact form you are invited to opt in to receive Jolly Frog Books newsletters and/or updates. We require you to double opt in by verifying your email address. This ensures that only customers who truly wish to receive Jolly Frog Books updates will be contacted. The contact information you provide will be stored securely on the Wix platform.

Our website platform, Wix, also temporarily stores your data to process orders and payments. Wix is a GDPR-compliant data processor. By placing an order, you consent to your data being processed in accordance with this policy.

Your Rights

You have the right to:

- Access and review the information we hold about you
- Correct any mistakes in your personal data
- Request deletion of your data (except where needed for legal or tax purposes)
- Opt out of marketing emails at any time

To exercise your rights, contact us at collection@jollyfrogbooks.co.uk

Cookies

We use cookies for:

1. Essential purposes – required for the website to function (e.g., processing orders, shopping cart)
2. Analytics and performance – help us understand how visitors use the site
3. Marketing (optional) – only if you consent via the cookie banner

When you first visit our website, a cookie banner will appear giving you the choice to accept or reject non-essential cookies.

You can also manage cookies through your browser settings.

Changes to This Policy

We may update this policy from time to time. We'll always post updates on our website, so you know how we protect your magical journey with Jolly Frog Books.

Jolly Frog Books Shipping & Returns Policy

Shipping

Our books leap off the shelves and hop to you via flat-rate tracked shipping, so the magic lands safely in those little hands.

UK Delivery (Royal Mail):

- Standard 48hr tracked: £2.92
- Standard 48hr tracked with signature service: £3.52
- Premium 24hr tracked: £4.20
- Premium 24hr tracked with signature service: £4.80

Processing Time:

Orders are packed and shipped within 1–3 business days.

Tracking:

Tracking numbers are provided for peace of mind, so you can follow your book's journey. While we work with trusted couriers, we cannot be responsible for delays beyond our control.

Lost or Damaged Items

If your parcel is lost or arrives damaged and in a less than magical condition, please contact us at collection@jollyfrogbooks.co.uk within 14 days of receipt. We will work with the courier to resolve the issue, or offer a full refund/ replacement, so that no story gets left behind.

Returns & Refunds

- Books may be returned within 14 days of receipt, unread and in their original packaging (excluding shipping costs).
- Unfortunately, we cannot accept any returned books with bent pages, writing, stickers or showing signs that the book has already been read.
- Customers are fully responsible for return shipping costs, unless the item was damaged or sent in error, in which case, we will happily refund the return postage, once we receive proof of the return.

How to return:

1. Contact us at collection@jollyfrogbooks.co.uk to notify us.
2. Pack the item securely and send it back to the address stated in the email.
3. Once received and checked, we will process your refund within 7 working days.

Please note:

- Our special Book of the Month is a magical treat! Because it's already discounted, all Book of the Month purchases are final and cannot hop back to us for a return.
- For very large orders, please contact us directly at collection@jollyfrogbooks.co.uk before placing the order, to allow us to confirm shipping charges with you.

Jolly Frog Books Accessibility Statement

Last updated February 24th 2026

At Jolly Frog Books, we believe every young reader should be able to explore inspiring stories, no matter how they read.

While our website isn't fully accessible yet, we are committed to making improvements to ensure that everyone can enjoy our books and our Jolly Frog adventures.

How We Can Help

If you have trouble using our website or need help placing an order, we're happy to assist:

- Contact us via email at collection@jollyfrogbooks.co.uk. You are welcome to provide us with your telephone number, and we will give you a call.

We can provide:

- Assistance with placing orders
- Information about our books in alternative formats
- Support for navigating our website

Your Feedback is Valuable

We welcome suggestions to make our site more inclusive! If you encounter any accessibility barriers, please let us know so we can improve.