

Autism Explorers: Explorers Emporium

(Last updated: October 2025)



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Autism Explorers is a community group within Norfolk providing support for SEN families through; Sensory Saturday Stay & Plays with child-led play, inclusive Trips and Events, 1-1 skills development, workshops, etc. and by having a skilled, trained and dedicated team.

Explorers Emporium is an online and pop-up store, dedicated to finding and making affordable sensory toys, resources and equipment for SEN children and families.

By purchasing from Explorers Emporium you are agreeing to our terms and conditions.

Last Updated: Tuesday 7th October 2025

Explorers Emporium Statement:

Autism Explorers is proud to introduce Explorers Emporium.

Explorers Emporium offers affordable sensory toys, resources and equipment for SEN children and families. Every purchase helps to continue our mission of providing inclusive opportunities to play, learn, grow and develop skills.

Products:

Product colours and designs may vary - Please note your preferred option at checkout, and we will do our best to match it, though availability cannot be guaranteed.

3D Printed Products may have slight variations, imperfections or surface marks which is a part of the 3D printing process.

Ordering:

Orders can be placed via our website and during our pop-ups on the last Sensory Saturday of every month or at other events - Check our website and social media accounts for up to date information.

Orders will not be processed until payment has been made and received in full, it takes 3-5 working days to process orders - Should this length of time extend we will contact you via email at the earliest opportunity.

Payments:**Online:**

We accept all major credit and debit cards when purchasing on our website.

Pop-Up's:

We accept cash and accept all major credit and debit cards when purchasing at our person at our pop-ups.

Postage, Delivery & Collection:

If you have chosen the postage and delivery option and check out, you will receive an email update notifying you that we have dropped off the order and it is awaiting a delivery schedule (e.g. Royal Mail, Evri, etc.). Delivery times may vary depending on the location and courier services.

Once your order has been dispatched, the responsibility for missing or damaged parcels lies directly with the postage provider.

Cancellations:

Orders can only be cancelled before processing and shipping.

If you need to cancel an order, please reach out via email; helloautismexplorers@gmail.com.

Once an order has been processed and shipped, we are unable to offer cancellations or refunds.

Returns & Exchanges:

If your parcel arrives damaged, please contact the courier directly to begin your claim.

Refunds:

Refunds are only issued in cases of faulty or missing products. We can either send the missing or faulty item(s) the next working day, or refund the value of the item(s).

If your order is missing items, and this is not due to postal/delivery damage, please contact us via email; helloautismexplorers@gmail.com within 5 working days of receiving your order to discuss a refund, replacement or exchange.