

SwaddleShop.com.au - Returns Form

Order No:	Full Name:	Email:	Mobile Number:

We understand it is a bit tricky to shop online sometimes. If you are not completely satisfied with your purchase. Swaddle Shop is happy to offer customers a return or exchange within 30 days of receiving your product. The item(s) must be unworn, unwashed, unused with the original packaging which must be in the good condition.

DEFECTIVE ITEMS: If the product is defective, please kindly contact our customer service team via sms on 0449184515 within 14 days of receiving the product. We will respond as soon as possible and advice you of your next step. We will send you a replacement item if available or offer a full refund. Return of the defective item will depend on the situation and we will advise after accessing the situation. We will also cover the return shipping costs if the return is a result of our error such as you received an incorrect or defective item.

CHANGE OF MIND: We are happy to accept returns for change of mind. Although a small fee to partly cover the original postage and packaging will occur for a return/refund that due to change of mind or wrong product selected. This fee is 10% of the order value or \$7.95 whichever is greater. Exchanges will occur a \$5.95 fee to partially cover repacking and posting out the new item, we will send an invoice to the email address you provided after we received the return for exchange. Please understand we could not accept returned baby sleepwear that have been worn due to health and hygiene regulations.

If you originally paid via PayPal you can also claim the refund for any shipping costs to return the item to us in the PayPal return shipping link below. You will need to take a picture of the receipt and parcel to show how much it cost and who you sent the item to and upload within 14 days of returning the item to us. www.paypal.com/au/webapps/mpp/returns

This form must be completed in full in order for your return to be processed. No other attachments are required. Swaddle shop hold the right to reject the return if it doesn't meet the above criteria. If you have any further enquiries about the return of an item, simply message us via the Contact Us form on our website . Or SMS us on 0449184515 .

Returned Items:

QTY	PRODUCT NAME	COLOUR	SIZE	REASON CODE (see below)

Reason Code:

1. Change Of Mind
2. Different Size Required
3. Faulty Item
4. Incorrect Item Received
5. Wrong Product Selected
6. Duplicate Order

Action: (Please circle which option your would like)

1. Refund

2. Store Credit

3. Exchange

Exchange Request (subject to availability):

PRODUCT NAME	SIZE	COLOUR

Return Address:

Swaddle Shop Returns
18 Kooranga Cres
Cordeaux Heights NSW 2526