

SwaddleShop.com.au - Returns Form

Order #:	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 accept a return or exchange due to change of mind on the purchase within 30 days of receipt. Customer is responsible for the return freight cost although if you paid via PayPal it can be claimed back in full.

Refund - A small fee will be deducted from the refund to partly cover the original postage and packaging. 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 provide a store credit to the same account/email address you provided after we received the return for exchange so the new purchase can be made.

The returned item(s) must be unworn, unwashed, unused with the original packaging which must be in the good condition. Please allow up to 3 business days for your return to be processed. Once the refund has been processed, depending on your payment method or card issuer, it can take up to 3 business days for the funds to show in your account. Please understand we could not accept returned baby sleepwear that has been worn due to health and hygiene regulations.

If the items are returned not in a sellable condition, the return/exchange request might be rejected, we will contact you to arrange the items to be sent back or come up with an alternative solution.

IMPORTANT: Returns will not be accepted without this completed returns form sent with the items.

Friendly Reminder: 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 to PayPal within 14 days of returning the item to us. <https://www.paypal.com/au/webapps/mpp/returns>

DEFECTIVE or INCORRECT ITEMS: If the product is defective, please kindly contact our customer service team via the Contact Us form. Or SMS us on 0449184515 within 14 days of receiving the product. We will respond as soon as possible and advise you of your next step.

Depending on the product you have purchased, each manufacturer offers varying levels of warranty. In some cases the manufacturer may want to deal directly with the customer so we will provide you with the details needed to claim warranty with them. 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.

If you have any enquiries about a return, simply message us via the Contact Us form on the website. Or SMS us on 0449184515 .

Returned Items:

QTY	PRODUCT NAME	COLOUR	SIZE	REASON CODE

Reason Code:

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

Action: (Please circle which option your would like)

1. Refund

2. Store Credit

3. Exchange

Return Address:

Swaddle Shop Returns
18 Kooranga Crescent
Cordeaux Heights NSW 2526