

30 Day Money Back Return Policy

Thank you for shopping with Baby & Beyond! We appreciate your business and want you to be completely satisfied with your purchase. Our goal is to provide you with an easy and worry free on-line shopping experience. Should any product fail to meet your expectations, simply return it for refund or exchange.

We will gladly refund your order for the full price of any returned merchandise - less shipping fees in the event that you are unsatisfied with any items you have purchased. However, we will only accept returns within 30 days of the original purchase.

Damaged/Defective Products or Wrong Item Received?

Don't worry, we'll take care of it! Please contact our customer service department at (780) 416-2188 or email us at orders@babyandbeyond.ca.

Items Not Accepted For Return

CDs, DVDs and videos must be unopened and in their original plastic wrap. Sale items and items purchased more than 30 days ago will not be accepted for return. Please note: Items returned MUST be in immaculate resalable condition, in the original product packaging with all hang tags intact - otherwise a credit will not be issued.

Due to the hygienic nature of many of our products, personal care items such as: Nursing Bras & Tank Tops, Panties and Nursing Pads, any opened or otherwise unsealed shampoos, body washes, body lotions, diaper creams, nipple creams, vitamins and/or medicines are not accepted for return.

Other sterile or sealed personal care items such as: Nipple Shields, Breast Shells, Breast Pumps, Breast Pump Accessories (Breastshields, Tubing, Connectors, Valves etc.) homeopathic medicines, vitamins and teas, once opened, are not returnable. These items are only returnable provided the factory sealed packaging is still intact.

Washed, worn, stained or items determined to have been used by the consumer will not be accepted for return. Credits or refunds will not be issued for items returned to us that are included in the “Not Accepted For Return” section of this policy.

If you are unsure, please contact us at (780) 416-2188 to ensure your product will be accepted for return before shipping.

