

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.



baby&beyond

Need To Return An Item ? Please follow these instructions:

1. Complete the return/exchange form below. If the product is damaged and/or defective, please skip these steps and call us at (780) 416-2188 or email orders@babyandbeyond.ca.
2. Ensure that the item(s) being returned is in its original box including instructions, accessories and internal packaging. Items must be in complete resalable condition otherwise a credit will not be issued.
3. Place the product(s) in the shipping box, or an appropriately sized box, and package in such a way that it arrives intact. If using the original shipping container, all address and delivery labels should be removed. Include a copy of your packing slip in with the return. If you no longer have the packing slip, please include your order number, name, address and telephone number. Send the box to the following address by Canada Post or courier of your choosing, with tracking number. You will be responsible for all return shipping charges.

Baby & Beyond
#124, 2755 Broadmoor Blvd.
Sherwood Park, Alberta T8H 2W 7

Return & Exchange Form

Name: _____ Order #: _____

Address: _____ Postal Code: _____

Phone #: _____ Email: _____

Refund

Item #: _____ Item Description: _____ Qty: _____ Reason: _____

Item #: _____ Item Description: _____ Qty: _____ Reason: _____

Item #: _____ Item Description: _____ Qty: _____ Reason: _____

Exchange - and charge to the same credit card - shipping charges apply.

Item #: _____ Item Description: _____ Qty: _____ Reason: _____

Item #: _____ Item Description: _____ Qty: _____ Reason: _____

Item #: _____ Item Description: _____ Qty: _____ Reason: _____

Please allow 10 business days to receive and process your return. An email confirmation will be sent to you. If you would like additional assistance simply email us at orders@babyandbeyond.ca or call us at (780) 416-2188

