

## Snugabell<sup>®</sup> Customer Satisfaction Policy

Thank you for your purchase! We hope our products exceed your needs and expectations. Your satisfaction is our top priority. If your purchase doesn't meet your needs, doesn't fit you quite right, or if there is a problem with your order, please let us know. We will be happy to remedy the situation by helping you find another product that suits you better, or by refunding your purchase.

If you need assistance with your return or exchange, or simply have a question or concern, please email [customercare@snugabell.com](mailto:customercare@snugabell.com) or call us toll-free at 1.866.963.7684. We're always happy to help!

### We Stand By Our Products

All products displaying the Snugabell<sup>®</sup> or PumpEase<sup>®</sup> brand carry a 90-day warranty against defects in materials or workmanship.

### Your 100% Money-Back Guarantee – The Short and Sweet

If you're not happy with your purchase – for ANY reason – you may return or exchange it within 30 days of order date for a full refund (less shipping). Merchandise must be in resalable condition.

In the unlikely event that you receive damaged goods or an item that you did not order, please contact us to arrange the return shipment and we will credit you in full, including all shipping charges.

### The Fine Print

- Your clean, unlaundered items will be accepted for exchange or refund within 30 days of purchase. After 30 days, items will be accepted for exchange only.
- Please use your PumpEase hands-free pumping bra over your nursing bra until you are certain you will not require a return or exchange. We cannot accept returns or exchanges for items soiled with sweat, breastmilk, or deodorant, etc.
- Please avoid exposing your purchase to strong smells, e.g. cigarette smoke, perfume, cooking odours, etc. until you are certain you will not require a return or exchange. Items that have been exposed to these odours are not resalable and will not be accepted for return.
- Your return must be in its original, intact packaging or you will be charged a \$5 fee per item.
- Your return will be sent back to you at your expense if the merchandise does not meet our requirements for a return.
- Purchases from our "On Sale" page are final and cannot be accepted for refund or exchange.
- Shipping charges are not eligible for refund. Actual shipping charges will be deducted from your refund if your original order had a free shipping promo. If you are returning a *portion* of your original order that had a free shipping promo, a portion of the shipping charged will be deducted.
- You are responsible for return shipping fees. Most of our products ship via USPS Priority Mail or Canada Post Oversize Lettermail. If you are exchanging an item, standard shipping fees will apply on the replacement item.
- Please take note of the washing instructions for your purchase. We cannot be responsible for damage to merchandise that is not laundered according to the care label instructions.
- We will process your return/exchange within 10 business days and notify you once we have done so. If you request a refund, we will process it in the same manner as the original payments for the amount paid less any applicable fees. Due to bank processing times, it may take up to two billing cycles for your return/exchange to appear on your statement.
- Please include the following Snugabell Product Return Form with your return/exchange.



**Snugabell Mom & Baby Gear Ltd**  
 1501 Marine Crescent, Coquitlam, BC, Canada V3J 5X4  
 p: 604.939.7684 e: contactus@snugabell.com  
 tf: 1.866.963.7684 w: www.snugabell.com

## Snugabell® Product Return Form

Please provide us with your Order# (top right on your invoice) or enclose a copy of your invoice.

Name \_\_\_\_\_ Order # \_\_\_\_\_

Order Date \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Address, if different from when you ordered \_\_\_\_\_

Please list the product(s) you are returning, the reason, and whether you would like a refund or an exchange.

Quantity	Product Description	Print	Size	Reason	Refund or Exchange?

Please list the product(s) you would like to receive in exchange.

Quantity	Product Description	Print	Size	Price

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Return Instructions

- ✓ Please send your returns to the address in the header of this page.
- ✓ Please include this form and clearly indicate whether you wish to return or exchange your item(s).
- ✓ **If you are returning products from outside Canada**, please fill out any customs documents as follows: "Goods returning to Canada - \$0.00 value". Please DO NOT indicate a dollar value on your shipment as we will be erroneously charged tax by Canada Customs. Failure to follow these instructions may result in an assessment of taxes against your refund.

