

## RETURNING ITEMS TO THE BABYBJÖRN SHOP

**RETURN RIGHTS** If you have purchased BabyBjorn, Inc. products from one of our authorized retailers, please contact the retailer for their return policy. We cannot accept returns for items purchased through a retailer. Items purchased directly from BabyBjorn, Inc. are returnable within a fourteen (14) day period of receipt of your order in new condition, and in the original, unopened packaging. Please contact [care@babybjorn.com](mailto:care@babybjorn.com) if you need to return a product for a refund to the original payment method. A return will only be accepted if the customer has contacted BabyBjorn, Inc.'s customer service prior to sending the item(s) back. Any package returned without a valid return authorization will be refused.

**EXCHANGES** The right to exchange applies for fourteen (14) days from the date you received the item. Exchanging an item will not notify the gift giver of the change. Contact [care@babybjorn.com](mailto:care@babybjorn.com) with the original order information. Confirm if you want a new item of equal value or a coupon code in the item amount to use toward a new purchase. The right to exchange only applies to items in new, unopened packaging.

**RECEIVED INCORRECT ITEMS** If the items you receive from BabyBjorn, Inc. do not match your original order, reach out to the [care@babybjorn.com](mailto:care@babybjorn.com) team with photos of the item and the packing slip.

**CLAIMS** If you received a defective item, please contact our customer service department via email as soon as possible: [care@babybjorn.com](mailto:care@babybjorn.com). Do not dispose of the item or packaging. Provide photos and a description of the issue to the care team with your full contact information.

If you have questions regarding other matters, please contact us at [care@babybjorn.com](mailto:care@babybjorn.com).

### TO RETURN AN ITEM, FOLLOW THESE STEPS:

1. Contact [Care@babybjorn.com](mailto:Care@babybjorn.com) to obtain a Return Authorization Number.
2. Please fill out the return information below and send it together with the item in its original packaging inside a sturdy box.
3. Address the parcel to:

**United States:**

BabyBjorn Returns  
18901 Snow Rd.  
Door 44 Brook Park, OH 44142

**Canada:**

BabyBjorn CA RTN  
2879 Bristol Circle  
Oakville, ON  
L6H 6X9  
Make sure that our address is visible on the parcel.

4. Returns and exchanges must be returned prepaid. For your protection, we recommend you return all items via a trackable

shipping service such as USPS package tracking, UPS or FedEx.

Once the original item(s) are received at BabyBjorn, Inc., you will receive a credit in the amount you paid (excluding shipping costs) as soon as possible. However, BabyBjörn, Inc. may delay the credit until you have shown proof that the item has been returned.



**NOTE: DETACH AND SEND THIS WITH YOUR RETURN**

Return Authorization Number	
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Please indicate the reason for the return using the reason codes below.

Quantity	Reason code (see below)	Item Number	Item Name

### EXPLANATION OF REASON CODES

1. Cancelled the purchase
2. BABYBJÖRN Shop delivered incorrect item
3. Color not as expected
4. Product not as expected Please explain: \_\_\_\_\_
5. Shipping time/delivery window issue
6. Gift/Duplicate order
7. Other, please specify: \_\_\_\_\_

Order number \_\_\_\_\_  
Name \_\_\_\_\_  
Address \_\_\_\_\_  
Email \_\_\_\_\_