



## Snugabell™ Customer Satisfaction Policy

Thank you for your purchase! We hope you will be happy with your breastfeeding and pumping products and that they meet your needs and expectations. We are committed to both your satisfaction and to our products, therefore if they do not meet your needs, are the incorrect size or there is a problem with your purchase, please let us know. We will be happy to remedy the situation by helping you find another product that will suit you better, or else 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 toll-free 1.866.963.SNUG (7684). We are always happy to help!

### Your Warranty

All products displaying the PumpEase™ brand carry a 1 year warranty against defects in materials or workmanship.

### Your 100% Money-Back Guarantee - an Overview

If for ANY reason you are not happy with your purchase, you may return or exchange it within **45 days of order date** (30 days plus the maximum time it would take for your order to arrive), for a full refund (less shipping). Merchandise must be in resalable condition.

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

### Your Detailed Return Policy

- Your clean, unlaundered items will be accepted for exchange or refund within 45 days of purchase. After 45 days, items will be accepted for exchange only.
- Please use your PumpEase™ hands-free pumping support over your bra until you are certain you will not require a return or exchange. We cannot accept returns or exchanges for items soiled with sweat, breast milk or deodorant, etc.
- Please avoid exposing your purchase to strong smells, e.g. cigarette smoke, cooking odours, perfume, 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 returns must be in their original, intact packaging. Any returns without their original packaging or in packaging that is not resalable will be charged a \$5 per item fee.
- Your return will be sent back to you at your expense if the merchandise does not meet our requirements for a return.
- **Your purchases from our 'On Sale' pages are final and cannot be accepted for refund or exchange.**
- Your shipping charges are not eligible for a 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 charges will be deducted.
- You are responsible for return shipping fees. Many of our products will ship via USPS Airmail or Canada Post Oversize Lettermail for around \$2. 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 has not been 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 requested a refund, we will process it in the same manner as the original payment for the amount paid less any applicable fees.
- NOTE: 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.

telephone  
604.939.SNUG (7684)  
Toll-Free: 1.866.645.3866

Snugabell Mom & Baby Gear Ltd  
1501 Marine Crescent  
Coquitlam, BC, Canada V3J 5X4

email  
[contactus@snugabell.com](mailto:contactus@snugabell.com)  
[www.snugabell.com](http://www.snugabell.com)



## Snugabell™ Product Return Form

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

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

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

Address (only if changed since your order) \_\_\_\_\_

\_\_\_\_\_

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

STYLE	COLLECTION	PRINT	PRODUCT DESCRIPTION	SIZE	QUANTITY	PRICE

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

\_\_\_\_\_

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### Return Instructions

- ✓ Please send your returns to the address in the footer of this page.
- ✓ Please include this Product Exchange Form and the product that you wish to return or exchange.
- ✓ **If you are returning products from outside of 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.