

# RETURNING ITEMS TO THE BABYBJÖRN SHOP

## CANCELLATION RIGHTS

You have the right to cancel the purchase of items within 14 days of receipt of your order.

You have the right to return individual items or the entire order if you are not satisfied. Keep in mind that the returned item or order must be sent back to us in its original packaging and in saleable condition.

You as the customer are responsible for return postage charges when exercising the right to cancel. Also note that you as the customer are responsible for all return shipping charges.

## EXCHANGES

If you wish to exchange your item for one in a different colour, for example, simply return the item to us (enter reason code 1) and order a new one at [shop.babybjorn.co.uk](http://shop.babybjorn.co.uk)

## CLAIMS

If you received a defective item or an incorrect item, please contact our customer service via email as soon as possible: [customerservice@babybjorn.com](mailto:customerservice@babybjorn.com)

If you need personal service for other matters, please contact us at [customerservice@babybjorn.com](mailto:customerservice@babybjorn.com)

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

1. Please fill out the return information below and send it together with the item in its original packaging inside a sturdy box.

### 2. Address the parcel to:

BabyBjörn AB  
Attn: BABYBJÖRN Shop  
Kulltorpsvägen 49, Lanna  
330 10 Bredaryd  
Sweden

Make sure that our address is visible on the parcel.

3. Place the correct postage on the parcel and post it with your local postal service. Save the postal receipt until we have registered your return. You will receive an email from us when we receive the item.

BabyBjörn will refund the amount as soon as possible, and at the latest within 14 days from the date your cancellation notice was received. However, BabyBjörn may delay the refund until we receive the item or until you have shown proof that the item has been returned. Items purchased using a promotional code are non-refundable.

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

Please indicate the reason for the return using the reason codes below.

Quantity	Reason code (see below)	Item number	Item name	Price

### EXPLANATION OF REASON CODES

- Cancelled the purchase
- BABYBJÖRN Shop delivered incorrect item
- Colour not as expected
- Product not as expected  
Please explain: \_\_\_\_\_
- Claim (item damaged or defective upon delivery). NOTE: Contact customer service before returning any items.
- Other, please specify: \_\_\_\_\_

Order number \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_