



CONTACT US:
 We are happy to assist with any questions you may have.
 PHONE: 0406 921 340,
 EMAIL: hello@sleepybub.com.au
 Monday-Friday 9am-5pm (AEST)

RETURNS FORM

We want you to be 100% satisfied with your purchase.

We will happily meet our obligations under the Consumer Guarantees Act. If you have chosen the incorrect size or product we are happy to provide an exchange so long as it is returned unused, unwashed, and carefully packaged so we receive the product in perfect, saleable condition, including original packaging in good condition, with proof of purchase within 14 days of purchase.

Very occasionally an item may develop a manufacturers fault or arrive damaged. We commit to resolve the issue to your satisfaction. Shipping is not refundable on returns. Sorry we cannot provide a refund for change of mind items or used items.

RETURNING OR EXCHANGING PRODUCTS/S IS EASY:

1. **Print the Order Confirmation** email you received when you made your online purchase.
2. **Fill out this Return / Exchange Request Form**
3. **Pack your product/s**, in their original condition including packaging, together with these documents into a protected parcel (to avoid damage during transit).
4. **Post the parcel** back to us.

Post your parcel to:

Sleepy Bub Returns
 PO Box 5116
 Elanora Heights
 NSW 2101

Once we receive your product/s back, we will exchange the product or issue a refund to the PayPal account used to purchase the product/s online.

PRODUCT DESCRIPTION (e.g. swaddle)	ORDER NUMBER (e.g. #260)	COLOUR (e.g. hush green)	SIZE (e.g. 0000)	REASON CODE (see below)

EXCHANGE / REFUND REASON CODE

Please insert Reason Code into the table above for each product:

A	TOO BIG	B	TOO SMALL	C	NOT AS EXPECTED	D	PRODUCT FAULTY	E	INCORRECT PRODUCT RECEIVED	F	ARRIVED DAMAGED
G	OTHER. Please explain reason:										

EXCHANGE (tick)

REFUND (tick)

REQUESTED PRODUCT DESCRIPTION: (e.g. romper) _____

REQUESTED PRODUCT SIZE & COLOUR: (e.g. 00, hush green) _____

COMMENTS

We want to improve our offering and service to you. Share any additional comments, suggestions or feedback with us:

DATE

SIGNATURE
