

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 thirty (30) day period of receipt of your order in new condition, and in the original, unopened packaging. Please contact 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.

GIFT EXCHANGES The right to exchange applies for thirty (30) days from the date you received the item. Exchanging an item will notify the gift giver of the change. Contact 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 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. 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.

TO RETURN AN ITEM, FOLLOW THESE STEPS:

1. Contact Care@babybjorn.com to obtain a Return Authorization Number. Please include your email address, order number, and the items you'd like to return.
2. Within 2 business days, we'll email you your Return Authorization Number, and a prepaid return shipping label.
3. Place the completed return form and the item, in its original packaging, inside a sturdy box.

4. Securely attach the prepaid return shipping label to the outside of the box and remove or cover any previous shipping labels.
5. Take your package to the carrier shown on your prepaid label within 5 business days. In-person returns to BabyBjörn are not accepted. We recommend keeping tracking

information until your refund is complete.

6. Once your item(s) arrive at BabyBjörn, Inc., we'll issue a refund to your original payment method within 3-5 business days. Original shipping and gift-wrapping charges are not refunded.

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 _____

BabyBjörn