



## Internet and Mail Order Goods Exchange / Return Procedure

### Our Aim

We want you to be happy with your Nature Baby purchase, so if for whatever reason you aren't delighted, you may return your goods with receipt within 30 days of purchase. We are happy to offer an exchange, credit note or refund for the returned goods. Refunds are available for mail and internet customers only.

### General

All returned goods must be in an unused, unwashed condition and in original packaging. We ask that you choose carefully and check sizing before ordering. Please do not break open packaging that is non-resealable if you wish for an exchange or refund. With the exception of faulty goods we cannot refund postage and packaging. Please call our friendly customer services for help. Please note all items on our Specials page are non-exchangeable and non-refundable. Please choose carefully.

### Your questions and feedback

We welcome all comments and feedback. If you have any questions regarding all of Nature Baby, please email us at [info@naturebaby.co.nz](mailto:info@naturebaby.co.nz) or call customer services on 09 630 8394 within New Zealand or internationally on +64 9 630 8394.

### 90 Day Guarantee of Workmanship

We deliver products of the highest quality which should arrive in excellent condition. If for any reason there appears to be something wrong with your product or you discover the item to be faulty within 90 days of purchase, please contact us immediately so the problem can be resolved.

### How should I return the product?

Please post your completed Returns Form (below) along with the returned goods and your proof of purchase to:

Nature Baby  
P O Box 47558  
Ponsonby  
Auckland 1144  
New Zealand

## Returns Exchange Form

Name	
Address	
Country	Postcode
Phone (day)	(mobile)
Email	

I have sent this/these items to Nature Baby for (please tick):

- Nature Baby Credit     
  Refund (conditions apply, please contact us for help)     
  Exchange

I wish to exchange this/these items for:

Item Number	Description	Colour	Size	Quantity	Price	Total

Please refund/charge any balance to my (please tick):

- Visa \_\_\_\_\_ exp \_\_\_\_\_  
 MasterCard \_\_\_\_\_ exp \_\_\_\_\_

Packaging & Courier	\$6.00
<b>TOTAL</b>	

Reason for return or comments



in love With Nature