**Return/Exchange form**

If you are not satisfied with the purchase, you have an opportunity to change it within 14 days after receiving the product without any additional charges. Biobabyonline.com accepts to change the goods if it is returned unpacked, with all labels, clean, neat, not damaged and with the original packaging.

If you would like to return your order, we are happy to offer an exchange or refund for goods returned with receipt, within 14 days of purchase.

To contact our friendly customer services team, please email us on: info@biobabyonline.com.

We deliver products of the highest quality which should arrive in excellent condition. If there appears to be something wrong with your order or you discover an item to be faulty, rather than completing the process below, please contact our customer services team immediately so that the problem can be resolved.

For exchanges or refunds, please post your completed Returns Form (below) along with the returned goods and proof of purchase to:

**Bio Baby**

**Blvd. 'Tsar Boris III' №82**

**Bulgaria, Sofia 1612,**

**+359 884 998 103**

 Name:..............................................Family:..............................................................

Address:....................................................................................................................Country..............................................................................Post code: ….……......... Phone:.......................................................Email:………………………………………

Order Number...........................................................................................................

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| --- | --- | --- | --- | --- |
| Style code: | Description: | Size: | Unit price: | Quantity: |
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Reason for return: ………………………………………………………………………....

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Are you exchanging for a different item/s? (Yes or No)…………………………………

If you would like to exchange for a different item, simply place a new order for the items you want here:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Style code: | Description: | Size: | Unit price: | Quantity: |
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If you do not want to exchange for a different item please write your bank details:

IBAN………………………………………………………………………………………... Bank name………………………………… SWIFT code: ………………………………

**Please note:** 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 or friendly ccustomer services for help. Shipping costs, and anything else required for product return to Biobabyonline.com premises, will be the sole responsibility of the customer who has exercised his right of cancellation. Please note all sales items are non- exchangeable and non-refundable. Please choose carefully.