

# RETURN AND EXCHANGE FORM

**RETURNS:** Lucky Baby will be happy to accept your returns on brand new unwashed merchandise within 30 days of the shipping date. There is a \$4.00 restocking fee on returns. Only items purchased from our website or eBay store may be returned to us. If you paid by credit card, only the original card can be credited. If you paid with paypal we will credit your paypal account. We do not accept returns on our sale or clearance items. Please allow 2 weeks for your return to be processed before contacting us.

**EXCHANGES:** Lucky Baby will be happy to accept exchanges for items of equal or greater value for any reason on brand new unwashed merchandise within 30 days of the shipping date or 45 days for expectant moms. Any difference in the price must be paid via credit card. Lucky Baby will ship out your exchanged item to you with no charge for the shipping (U.S orders only - valid only once per order). We do not accept exchanges on our sale or clearance items. Please allow 2 weeks for your exchange to be processed and be shipped and delivered to you before contacting us.

**GIFTS:** Lucky Baby is happy to exchange a sling you received as a gift. Simply follow the instructions below.

\*It is faster for you to order a new sling online and send back your original for a refund rather than waiting for us to process an exchange. We do not charge the \$4.00 restocking fee when you place a new order. This will prevent an out-of-stock situation.

**STEPS FOR RETURNING OR EXCHANGING MERCHANDISE:**

- ➊ A RETURN AUTHORIZATION (RA) is **required** on all returns and exchanges. Packages without an RA number will be refused and shipped to the customer at their expense. Contact [info@lucky-baby.com](mailto:info@lucky-baby.com) for your RA number. Please include whether or not you are requesting the RA number for a return or exchange, as well as your first three sling choices if you are requesting an exchange in your e-mail.
- ➋ Once you have your RA number, fill out the form below and enclose it with your return merchandise.
- ➌ We recommend insuring your USPS or UPS package to us as we are NOT responsible for lost packages. Address the return or exchange package to:  

**Lucky Baby - ATTN: Return/Exchange**  
**10888 Pleasant View Drive**  
**Sandy, Utah 84092**
- ➍ Make sure that the R.A. number you received is written in big bold letters on the front of the package where it can be **easily seen**.

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Full Name: \_\_\_\_\_ Order #: \_\_\_\_\_ RA#: \_\_\_\_\_

Shipping Address: \_\_\_\_\_  
STREET CITY STATE ZIP

Phone Number: (\_\_\_\_) \_\_\_\_\_ E-mail: \_\_\_\_\_

**Return (for a refund)**                       **Exchange (see below)**

| Original Sling Ordered: | Size | Price |                        | New Sling Ordered: | Size | Price |
|-------------------------|------|-------|------------------------|--------------------|------|-------|
|                         |      |       | 1 <sup>st</sup> CHOICE |                    |      |       |
|                         |      |       | 2 <sup>nd</sup> CHOICE |                    |      |       |
|                         |      |       | 3 <sup>rd</sup> CHOICE |                    |      |       |

COMMENTS: \_\_\_\_\_