

RETURNING ITEMS TO THE BABYBJÖRN SHOP

CANCELLATION RIGHTS

You have the right to cancel the purchase of items within 7 days of receipt of your order.

You have the right to return individual items or the entire order if you are not satisfied. Keep in mind that the returned item or order must be sent back to us in its original packaging and in saleable condition.

You as the customer are responsible for return postage charges when exercising the right to cancel. Also note that you as the customer is responsible for all return shipping charges.

EXCHANGES

The right to exchange applies for 7 days from the date you received the item. If you want to exchange an item, simply return the item to us (enter reason code 1) and order a new item from www.babybjorn.com.au
Only applies to items in unbroken packaging.

CLAIMS

If you received a defective item or an incorrect item, please contact our customer service via email as soon as possible: sales@scanbrands.com.au
If you need personal service for other matters, please contact us at sales@scanbrands.com.au

TO RETURN AN ITEM, FOLLOW THESE STEPS:

1. Please fill out the return information below and send it together with the item in its original packaging inside a sturdy box.
2. Address the parcel to:

Scanbrands/BabyBjörn
Attn: BABYBJÖRN Shop
14/109 Tulip Street
Cheltenham VIC 3192

Make sure that our address is visible on the parcel.
3. Place the correct postage on the parcel and post it with your local postal service. Save the postal receipt until we have registered your return. You will receive an e mail from us when we receive the item.

BabyBjörn will refund the amount as soon as possible, and at the latest within 14 days from the date your cancellation notice was received. However, BabyBjörn may delay the refund until we receive the item or until you have shown proof that the item has been returned.

NOTE: DETACH AND SEND THIS WITH YOUR RETURN

Please indicate the reason for the return using the reason codes below.

Quantity	Reason code (see below)	Item number	Item name	Price

EXPLANATION OF REASON CODES

1. Cancelled the purchase
2. BABYBJÖRN delivered incorrect item
3. Colour not as expected
4. Product not as expected
Please explain: _____
5. Claim (item damaged or defective upon delivery). NOTE: Contact customer service before returning any items.
Other, please specify: _____

Order number _____
Name _____
Address _____
Telephone _____
Email _____