RETURN POLICY FOR ONLINE PURCHASES

Returns – Only purchases made online at spectrababyusa.com are eligible for return. Returns must include a completed Return form, the proof of purchase (copy of packing slip) and are subject to evaluation by Spectra Baby USA.

Customer is responsible for return shipping charges.

Once we receive and process your return, you will be refunded the price of the item(s) plus any sales tax paid. Excluding shipping charges.

Exchanges – Unfortunately online purchases are not eligible for exchange or store credit.

TO QUALIFY FOR A REFUND:

Breast pumps must be returned within 30 days of purchase. Due to the personal nature of these items, pumps must be returned unused and unopened, with the factory seal and packaging intact.

Accessories must be returned within 30 days of purchase. Due to the personal nature of these items, accessories must be returned unused and unopened, with the factory seal and packaging intact.

Bundles and Promotional purchases are not eligible for partial refunds. For a full refund, all items must be included in their original condition, unused and unopened, with the factory seal and packaging intact, within 30 days of purchase.

HOW TO RETURN THE ITEM(S):
1. Fill out the Return Form
2. Securely Pack your item(s) along with the completed Return Form and a copy of the invoice.
3. Mail your package to:
   Spectra Baby USA
   Attn: Returns
   2180 SW 71st Terrace
   Davie, FL 33317

PROCESSING:

Your refund will be finalized once the item is received, inspected and processed by our Returns department. Your refund will be applied to the credit card that was used to make your original purchase. Please allow up to 30 days of us receiving your item for funds to appear on your credit card statement.

*If you have any questions or need further assistance, **please contact us at: ra@spectrababyusa.com***

RETURN FORM

Complete and enclose this form with your shipment

For warehouse use ONLY: Date rec'd: _____

Customer #: _____ Tracking #: _____ Received By: _____

Approved: ☐   Denied: ☐

ALL FIELDS ARE REQUIRED, FAILURE TO PROVIDE THE INFORMATION REQUESTED BELOW WILL RESULT IN A DELAY IN PROCESSING.

Important:

1. Read our return policy before sending your package.
2. Complete this return form and include it with your return.

Order Number: _____ Customer Name: _____

PRODUCT NAME	QTY	REASON CODE

Reason Codes:

A: No longer need item   B: Not What Expected
C: Wrong Item/Size   D: Too Small
E: Too Large   F: Other (Please Explain)

Comments/Explanations:

_____

_____

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