



exchanges & returns

If you would like to return your order, we are happy to offer an exchange or refund for goods returned with receipt, within 30 days of purchase.

To contact our friendly customer services team, please email us on hello@naturebaby.com, phone 0800 222 920 within New Zealand or +64 9 376 4048 internationally.

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 within 90 days of purchase, 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:

**Nature Baby
PO Box 47558
Ponsonby
Auckland 1144
New Zealand**



returns form

Name: _____

Address: _____

Country: _____ Postcode: _____

Phone (day): _____ (mobile): _____

Email: _____

Order number: _____

- Exchange
- Refund

I wish to exchange my item/s for:

Style code	Description	Colour	Size	Quantity

We will contact you if credit card details are needed to process any remaining balance.

We welcome any comments or feedback:

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 customer services for help. **Please note all sales items are non-exchangeable and non-refundable. Please choose carefully.**



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