Babymel
L O N D O N

Thank you for shopping with Babymel

We hope that you enjoy your new Babymel product, however if you are not completely satisfied with your purchase and would like to return or exchange your unused item for a different style, please see below for details on UK returns. For returns outside the UK, please email info@babymel.co.uk.

For full details on our return and exchange policy, please visit babymel.com. Items must be returned to us in an unused condition and in the original packaging with all the tags and labels intact within 30 days of receipt of your order.

Don't forget to ask for a proof of postage and please keep hold of this until we have confirmed that we have received your item. Please allow up to 10 working days after we receive your package for your refund or exchange to be processed. We will refund you the original amount paid for the items (excluding any postage costs), or offer an exchange as required. Please note, refunds will only be credited to your original payment method.

Babymel Customer Care Team

Returns Note

Returning an item is easy, just follow these simple steps:

Step 1

Visit the Royal Mail returns website here: www.royalmail.com/track-my-return/pick-a-retailer and follow the online returns procedure (when asked to select a retailer, please select Babymel)

Step 2

Print out your returns label*

Step 3

Please re-pack the goods securely using the original packaging and include your completed returns form. It's really important that you enclose the returns note in the parcel so we can easily process your return when we receive it.

Step 4

Affix the returns label to your package and take it to the Post Office where they will return it to us safely, free of charge!

Name:

Address:

Tel: **Email:**

Order No: **Date Of Purchase:**

Item Returned:

I Would Like:

An Exchange ☐   A Refund ☐

Reason For Return:

*If you do not have access to a printer, please email our customer service department at info@babymel.co.uk
For full details regarding our returns policy, please visit: babymel.com/pages/exchanges-returns

babymel.com