

Need to Return Something?

Step 1: Is your order eligible for a return?

- Returns must be postmarked within 30 days of the order date. No returns will be accepted after 30 days.
- Original shipping fees are not refundable.
- Items must be unworn, in new condition. Original tags **must** be attached. If the tags have been removed, the item is no longer considered new and cannot be returned.
- Items that have been worn or laundered, including footie pajamas with dirty feet, will not be accepted for refund. The items will be discarded and no refund will be issued. The item will not be returned to the customer.
- WebUndies.com is not responsible for the returned packages until they have been delivered to our facility. We suggest making a note of the tracking number.
- For claims regarding damaged items, please visit our web site for complete instructions.
- No international orders are eligible for free returns. The cost of postage is the responsibility of the customer.

Step 2: Complete the form below

Item Number	Item Description	Size	Reason for Return

Step 3: Print a Return Shipping Label

- **If your order was placed directly on WebUndies.com** and you are located in the U.S.
 - You can print and use our prepaid label for **FREE!**
 - To print a prepaid mailing label for your return, please visit www.WebUndies.com, where you can create the label from our Returns page.
- **If your order was placed through our marketplace partners (Amazon, Walmart, Rakuten)**, and you are in the US, your order is not eligible for free returns. Please choose one of the below options to obtain a label.
 - **Option #1:** Use a prepaid label from WebUndies.com. A convenience fee of \$7.50 will be deducted from the return amount for the use of our pre-paid label. To print a prepaid mailing label for your return, please visit www.WebUndies.com, where you can create the label from our Return page.
 - **Option #2:** Use the label provided by the marketplace where the order was placed (Amazon, Walmart, Rakuten). The postage fee charged by the marketplace will be deducted from your return. This varies by order, so please check the marketplace for details.
 - **Option #3:** You may choose to use your own label and purchase your own postage. We encourage you to use a shipping method that provides tracking information. If you are using your own postage, please return your order to the address below:

WebUndies.com Returns Department
270 Sheffield St.
Unit B
Mountainside, NJ 07092