

# Return and Exchange Form



To avoid added delay and expense, please read the following completely.

We want you to be completely satisfied with your Milkface purchase and will do everything we can to make it that happen. If you choose to return any eligible item, please ensure you follow the instructions below to ensure a timely and full exchange, credit or refund.

ORDER#: \_\_\_\_\_

NAME: \_\_\_\_\_

## RETURNS for REFUND or CREDIT

### Eligible Items:

Returns are accepted **up to 30 days after the date of purchase** on unworn merchandise with the tags on. Your refund will be in the same form as the original payment minus any discount or coupon. Simply fill out this form and send the item back to us at the address below. Shipping and handling charges are non-refundable. **Gift cards, gift certificates, Personal care items, breast pumps, books, CDs, DVDs and items on sale are not eligible for returns or exchanges.**

### Promotions:

For orders that received free shipping - should you return items that bring your purchase under the free shipping threshold, the original shipping charges will be deducted from your return. If your purchase was subject to a promotional savings and the returned item brings the total value of your purchase below the entitlement for the promotional savings, the originally offered savings will be deducted from the value of the return.

### Customs and Duties for those outside Canada:

All return/exchange parcels from outside of Canada **must** be clearly marked "Canadian Goods Returned." Milkface Nursingwear will not be responsible for any fees incurred at the border. Returns subject to importation fees will be declined and returned to you at your cost. It is your responsibility to ensure your carrier and method of choice will not charge brokerage fees, customs, duties, etc. Please call us with any questions.

Item being returned:	Description	Size	Colour	Quantity

Reason for return:	

### CREDIT BONUS of 5% (signature required to receive this benefit)

In lieu of a refund, please issue me a one-time-use credit code for the value of the item plus 5% of the value of the item for a future purchase from milkface.com. Sign here: \_\_\_\_\_ Email: \_\_\_\_\_

## RETURNS for EXCHANGE

### Restrictions:

As above for RETURNS for REFUND or CREDIT

### Shipping:

Return shipping and handling charges are the obligation of the customer and are non-refundable.

	Description	Size	Colour	Quantity
Item returned:				

	Description	Size	Colour	Quantity
Item to replace it:				

Send Items To :  
milkface nursingwear inc.  
1572 Carling Ave  
Ottawa, Ontario, K1Z 7M4  
Canada

Contact Us At :  
info@milkface.com  
613 596-1170 phone  
www.milkface.com