

Loved For Life: Second-Hand Refurbished Pushchairs Terms & Conditions

- 1) Mamas & Papas are excited to be continuing our sustainability support of selling pre-loved Pushchairs and carry-cots as part of the Loved for Life ("**Campaign**"). These Mamas & Papas pushchairs and carrycots have previously been used and traded in by customers.
- 2) The Campaign is available in selected stores for trade-in* and for purchasing** pre-loved Pushchairs (subject to stock availability). Mamas & Papas may amend the selected stores at its discretion. Mamas & Papas has the right to bring this Campaign to an end at any time.

Trade in your Pushchair and Carry Cot

- 3) If you have a pre-loved Mamas & Papas pushchair including a carry cot that you no longer have use for, we are offering you the chance to trade-in your products in exchange for Mamas & Papas vouchers by way of a gift card, subject to conditions.
- 4) For this Campaign, we will accept, subject to inspection, the following pushchair models for trade in; Occaro, Strada, Airo, Flip XT2 and Flip XT3 ("**Pushchair**") including the Mamas & Papas carry cots from these models. We do not accept Airo newborn pack.
- 5) We will only accept carry cots with a qualifying trade-in Pushchair from the same model with a matching finish. Individual carry cots will not be accepted.

Qualifying Pushchairs

- 6) If you would like to trade in your Pushchair, we direct you to our Loved for life page on the Mamas & Papas website [here](#). You will be asked questions about the condition of your Pushchair. Based on the answers you provide, we will confirm whether your Pushchair qualifies for a trade in.
- 7) If your Pushchair does qualify, we will send you an email confirmation to arrange an in-store appointment with one of our colleagues. Please check the stores that currently offer trade-in*. You will be contacted prior to your appointment, if you need to amend the appointment date or time, this can be completed in the link provided in your confirmation email.
- 8) Once in the store, our colleague will inspect the Pushchair to confirm the condition is as stated in your answers. If the colleague is happy with the condition, you will receive a Mamas & Papas gift card, of which the value will be a fixed trade in value of the particular Pushchair model and any other accessories been traded in, please see the FAQs for the current trade in value.
- 9) If the colleague confirms that the pushchair condition does not meet the standard requirements, we reserve the right to refuse the Pushchair for trade in. This is at Mamas & Papas discretion. Mamas & Papas' decision is final and no further correspondence will be entered into.

- 10) We apologise if your Pushchair does not qualify for a trade-in. Unfortunately, we are unable to accept all potential trade-in pushchairs due to our re-store and re-sale standard. Mamas & Papas do not have the capacity to dispose of the Pushchair on your behalf. It remains your responsibility to dispose of the Pushchair should you no longer want the Pushchair.

Purchasing a pre-loved Pushchair and Carry Cot

- 11) You can have confidence that our specialist service centre have carefully reconditioned and carried out a service and full valet on these pre-loved Pushchairs by thoroughly checking to ensure the Pushchairs are safe and hygienic ready for a new adventure and to be Loved for Life.
- 12) Refurbishment is extensive and the products are fully compliant, safe and ready to use. All refurbished Pushchairs have been given a new: harness, under basket, PBC rain cover and 4 new wheels. Further new parts may have been fitted upon inspection to ensure compliance and safety.
- 13) Loved for Life purchases can only be made in-person in-store**.
- 14) Pushchairs are sold as seen not as described and have only accessories and parts as included with the model as displayed in store. The Pushchair including carrycot and any accessories that may be included in the bundle must be sold altogether, we do not allow pushchair bundles or accessories to be sold separately.
- 15) No original packaging is available. Instructions on assembly and recommended use will be provided to you and are also available on the Mamas & Papas website [here](#).
- 16) Payment for a pre-loved pushchair must be paid in full on the day of purchase, we do not accept deposits for purchases made under this Campaign.

In-Store Purchases

- 17) The Pushchairs are limited to the designs (model and colourway) and stock numbers by store and cannot be ordered between stores or reserved. The offer is limited to stock available in that particular store on a particular day and cannot be reserved or ordered online.
- 18) Our outlet store located in at our head office in Huddersfield, will have stock of pre-loved Pushchairs all year round.
- 19) In the event of duplicated or excess demand at point of purchase, the store manager's decision on choosing a purchaser is final and will be based on first come first served. Please respect our manager's decision.

Warranty

- 20) Mamas & Papas' Loved for Life Pushchairs will be sold with a 6-month warranty. Our new product manufacturing guarantee of two (2) years is not applicable for the Pushchairs through this Campaign.

- 21) Returns of the product for reason of condition, other than for statutory rights, are not permitted.
- 22) The availability, offer and terms and conditions of the Campaign are at the full discretion of Mamas & Papas and may be varied without notice.

We thank you for supporting Mamas & Papas efforts towards sustainability of our high-quality products!

* Stores offering Trade In (as of March 2024), please see FAQs for the latest list:

Bedford Next	Exeter Next	Liverpool	Solihull Next
Birmingham	Fareham	Manchester Next	Southampton
Bristol Next	Farnborough	Norwich Next	Stockton
Cardiff	Gateshead	Nottingham	Stratford
Crawley Next	Glasgow	Plymouth Next	Swindon
Croydon	Hull	Poole Next	Thurrock
Edinburgh	High Wycombe Next	Sheffield Next	Trafford
Enfield Next	Leeds	Shoreham Next	White City

** Stores where you can purchase pre-loved Pushchairs during the Campaign (as of March 2024):

Birmingham	Gateshead
Cardiff	Leeds
Croydon	Nottingham
Edinburgh	Southampton
Huddersfield	

Loved for Life: Second-Hand Refurbished Pushchairs Trade-in and Purchasing FAQs

Pushchair Trade-in

1) Why might I want to trade-in my Pushchair?

If you no longer need your Pushchair or need to free up space at home, our Trade-In service is a great way to ensure your Pushchair gets a second life and the chance to go on new adventures with another family. In return, you'll receive Mamas & Papas vouchers and the satisfaction of doing a good deed by sparing your Pushchair from landfill.

2) Is the trade-in available on any type of Pushchair?

Currently we will accept, subject to inspection, the following Pushchair models for trade-in; Ocarro, Strada, Airo, Flip XT2 and Flip XT3 ("**Pushchair**") including the Mamas & Papas carry cots from these models.

3) Can I trade-in my carrycot?

Yes, your carrycot can be traded in alongside your Pushchair as long as it is compatible with the Pushchair model with matching finish that you're bringing in a Pushchair for a trade.

Carrycots will not be accepted without a compatible Pushchair and we do not accept Airo newborn packs.

4) What will I receive in return for my trade-in?

In return for trading in your eligible Pushchair, you will receive the following value in Mamas & Papas vouchers:

Pushchair model	Voucher Value
Ocarro	£150
Strada	£125
Flip XT3	£125
Flip XT2	£75
Airo	£50

If you trade-in your eligible carrycot, you will receive an additional £10 in vouchers.

These will be issued by way of gift card on the day of your booking in store, once we've checked the condition of your pushchair and accepted your pushchair for trade-in.

5) Do I have to have purchased the Pushchair from you originally?

No, as long as your Pushchair is one of the models we accept (Ocarro, Strada, Airo, Flip XT2 and Flip XT3) it doesn't matter whether you bought it directly from us, one of our trusted partners, or even a resale website.

6) Does my pushchair need to be in warranty to trade-in?

No, we will accept Pushchairs of any age and it doesn't need to be in warranty.

7) What condition does my Pushchair need to be in?

Your pushchair can be in any condition provided:

- The chassis can fold and locks/holds in place;
- The brakes can engage and release properly;
- The seat unit moving parts are working (for example, the back rest and leg rest) and there is no damage to the plastic; and
- Fabrics are not ripped or split, and the zips and press studs are in good working condition.

8) What condition does my carrycot need to be in?

We will accept the carrycot in any condition as long as the fabrics are not ripped or split, the press studs are in good condition and the base is not cracked/snapped.

9) Where can I trade-in my Pushchair (and carry cot)?

You can trade-in your pushchair (and carry cot) at the following stores and concessions:

Bedford Next	Exeter Next	Liverpool	Solihull Next
Birmingham	Fareham	Manchester Next	Southampton
Bristol Next	Farnborough	Norwich Next	Stockton
Cardiff	Gateshead	Nottingham	Stratford
Crawley Next	Glasgow	Plymouth Next	Swindon
Croydon	Hull	Poole Next	Thurrock
Edinburgh	High Wycombe Next	Sheffield Next	Trafford
Enfield Next	Leeds	Shoreham Next	White City

This is up to date as of February 2024. We endeavor to keep the list of stores up to date. However, please know that this may change without notice.

10) Do I have to make a booking to trade-in my Pushchair?

Yes, it is essential that you make a booking to trade-in your Pushchair. This will ensure a member of our store team is available to check the condition of your Pushchair and to issue you with your voucher (once we've checked it meets requirements).

There are multiple appointments per day so you can choose a time that is convenient for you, and it's really quick and easy to book an appointment online. See our Campaign page on the Mamas & Papas website to make an appointment here.

You will also receive a pre-appointment call from one of our team so that we can check that your pushchair meets the criteria before you embark on your journey to store, for peace of mind.

11) What if I can't make my appointment?

If you can no longer make your appointment, please amend your booking via the link provided in your confirmation email or contact the store directly. You can do this at any time, at no cost.

12) Is there a chance my pushchair will be rejected?

When making the booking for your trade-in, you will be asked about the condition of your pushchair. This will also be checked again on your pre-appointment call from a member of our store team. As long as these questions have been answered correctly and your pushchair is in the condition specified, there should be no reason your pushchair will not be accepted. If, however, you do arrive at store and your pushchair doesn't meet the criteria then your pushchair may be rejected.

13) Do I have to spend my vouchers in store on the day of trade-in?

Our store team would be delighted to pass on any advice you may need and assist you in making a purchase on the day, however your vouchers on a gift card which is valid for 2 years from the date of issue to spend your vouchers.

14) Do you accept other products other than Pushchairs for trade-in?

At the current time, we only offer trade-in on the Pushchair models stated.

15) What will happen to my Pushchair once I have traded it in?

Your Pushchair will be returned to our specialist service center, where our service team will carry out any necessary repairs and a full Valet and Service. Your Pushchair will then be re-sold to a new home so that it can go on many more adventures.

Purchasing a pre-loved Pushchair

16) Where can I purchase a pre-loved pushchair?

Our pre-loved Pushchairs can be purchased in select stores during the Loved for Life Campaign including Birmingham, Cardiff, Croydon, Edinburgh, Huddersfield outlet, Gateshead, Leeds, Nottingham and Southampton. This is subject to stock availability on that particular day in that particular store.

Our Outlet store located at our Head Office in Huddersfield will have stock of pre-loved pushchairs all year round.

17) Can I put a deposit down to reserve a pushchair?

Unfortunately under this Campaign and for pre-loved pushchairs, payment must be made in full and no deposits will be accepted to reserve a Pushchair.

18) Do all pushchair bundles come with a carrycot and accessories?

No, not all pushchairs will come with a carrycot and accessories. However, we will endeavor to show what is included the bundle including carrycot and accessories, if any.

19) Is there an option to leave out items or accessories from a pushchair bundle that I do not need or have use for?

The pushchair bundle will show any accessories that are included in the bundle, if any are available. We do not allow singular items or accessories from a bundle to be sold separately. The pushchair bundle must be purchased as a whole bundle.

20) What if I see a Pushchair bundle that I like but want it in a different colour?

Unfortunately, the Pushchair (model and colourway) that is shown in the picture is the Pushchair that is available to purchase.

21) How can you ensure that the pre-loved pushchairs are safe and be ready to use again?

You can have confidence that our specialist service centre have carefully reconditioned and carried out a service and full valet on these pre-loved Pushchairs by thoroughly checking to ensure the Pushchairs are safe and hygienic ready for a new adventure and to be Loved for Life.

Refurbishment is extensive and the products are fully compliant, safe and ready to use. All refurbished Pushchairs have been given a new: harness, under basket, PBC rain cover and 4 new wheels. Further new parts may have been fitted upon inspection to ensure compliance and safety.

22) Will instructions on assembly and use be provided?

Yes, Instructions on assembly and recommended use will be provided to you and are also available on the Mamas & Papas website [here](#).

23) Does the pushchair come with a warranty?

Yes, Mamas & Papas' pre-loved Pushchairs will be sold with a 6-month warranty.