



## ONLINE RETURN & EXCHANGE FORM

Thank you for shopping at KYND Baby.

We hope you are happy with the items that you have ordered. If an item that you have ordered is unsuitable, please return it to us for an exchange or refund within 14 days of receiving your order (unless faulty). Items purchased from the Sale section are not eligible for exchange or refund, unless faulty.

If you have any questions, you can view our returns policy online at <https://www.kyndbaby.com/pages/return-and-exchange> or email us at [hello@kyndbaby.com](mailto:hello@kyndbaby.com)

### TO RETURN AN ITEM:

- 1 Pack your item in secure packaging.
- 2 Include a copy of your invoice or proof of purchase with your item.
- 3 Complete and include the Returns Form below via a prepaid and traceable method to ensure safe and documented delivery to:

KYND Baby Returns  
Level 3, 33-41 Balmain St  
Cremorne, VIC, 3121

To help us quickly process your return please clearly complete all the details below:

### REASON FOR A REFUND/EXCHANGE:

Please choose a reason code:

- 1 Poor quality/faulty
- 2 Doesn't fit
- 3 Incorrect item received
- 4 Change of mind

NAME:	
ADDRESS:	
CONTACT NUMBER:	
EMAIL:	
ORDER NUMBER:	

QTY:	STYLE CODE:	COLOUR:	SIZE:	REFUND REASON CODE:	REFUND: (tick if applicable)	EXCHANGE: (Item you want to receive)

FOR ANY FURTHER QUERIES PLEASE CONTACT:

KYND Baby Customer Service | Monday — Friday 8:30am — 5pm | Email: [hello@kyndbaby.com](mailto:hello@kyndbaby.com)



## ONLINE RETURN & EXCHANGE FORM

### Terms & Conditions

Unless faulty, item(s) must be received back within 14 days of receiving your order. Items purchased from the sale section or during seasonal sales are not eligible for an exchange or refund, unless faulty. After 14 days, KYND Baby cannot accept returns for any reason other than if it is faulty (detailed further below).

#### CHANGE OF MIND RETURNS

We are happy to accept returns for a refund (excluding items purchased from the Sale section) when you change your mind where the goods:

- are in saleable condition;
- have not been worn or used;
- have the original tags still attached;
- are received back within 14 days of receiving your order; and
- are accompanied by a copy of your invoice or proof of purchase.

We will then refund you the purchase price (excluding the freight fee).

All exchanges are subject to availability.

We do not do exchanges.

#### RETURNS PROCESS - TO ONLINE STORE

To return an item:

- Pack your item in secure packaging
- Include a copy of your invoice or proof of purchase with your item.
- Please also include a fully completed KYND Baby Return Form, which can be found online at: [www.kyndbaby.com/pages/return-and-exchange](http://www.kyndbaby.com/pages/return-and-exchange) or contact us at [hello@kyndbaby.com](mailto:hello@kyndbaby.com) and we will send you a new form.
- Send package including your invoice or proof of purchase and Returns Form via a prepaid and traceable method to ensure safe and documented delivery to:

KYND Baby Returns  
Level 3, 33-41 Balmain St  
Cremorne, VIC, 3121

Please note that KYND Baby takes no responsibility for missing incoming deliveries. Return shipping charges are not refundable for change of mind returns.

#### FAULTY GARMENTS/ITEMS

If you have received a faulty garment/item from an online order, please contact our Customer Service Department at [hello@kyndbaby.com](mailto:hello@kyndbaby.com)

If you are returning the item by post to us, please follow the Returns Process as described above. The alleged fault must be clearly identified to us in order for the item to be assessed.

KYND Baby will reimburse any reasonable shipping charges for return of goods that are deemed faulty.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. If you purchased a product with a major fault, you have the right to ask for your choice of a replacement or refund.. If you purchased a product with a minor fault, we can choose to give you a free repair instead of a replacement or refund.

Further information is available at <http://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>