



New Native® Baby Carrier
NewNativeBaby.com
(800) 646-1682

Made in USA • Since 1992

New Native® Inc. A business dedicated to healthy families, social responsibility, and a clean environment.

RETURN & EXCHANGE POLICIES

Our liberal exchange policy was specifically designed to get you the correctly sized baby carrier. Personal preference and varied body shapes cannot always be accounted for in our sizing chart. Therefore, we will gladly exchange baby carriers for size(s)/color(s), and provide you with assistance regarding washing and/or wearing. If your carrier feels too small, too large, or just not right, please give us a call. Keep in mind that due to the nature of fabric, carriers will stretch during use between ¼" & 1". Please understand that exchanges and refunds will be honored at the discretion of New Native® Inc., and that we can make no guarantees as to an exchange or refund without first inspecting the product.

REQUIREMENTS

If item is cut or torn, we will not accept the item for return or exchange. If you receive an item that is damaged, please contact customer service immediately. New Native® does not accept returns that were not purchased directly from us. Some heavily discounted items may be marked FINAL SALE, in which case they are not eligible for refund, exchange, or store credit. Refunds will only be issued in the original form of payment, NO EXCEPTIONS. For returns and exchanges, your item must meet all return criteria, or it is ineligible for a refund or exchange. If your item meets all return and exchange criteria, your item may be eligible for a full refund (excluding shipping & handling). Monthly returns in value exceeding \$300 are subject to additional approval.

CONDITION OF ITEM

For all refunds and exchanges, items must be in "like-new" condition with all original tags attached NO EXCEPTIONS. "Like-new" condition means the item is not stained, dirty, cut, torn, faded, worn, or smelling strongly of perfumes or other odors. This includes any damage that is not a direct result of the manufacturing process. PLEASE INSURE YOUR PACKAGE. We are not responsible for lost or stolen items.

REFUNDS

Refund requests must be received within 30 days of purchase. Returns received 31-90 days after purchase date may be eligible for a credit good toward the purchase of any of our products. The credit will be valid for 90 days from the date of issue. Please note, we cannot accept returned merchandise after 90 days from the date of purchase, and your item will be returned to you at your own expense.

EXCHANGES

Exchanges are limited to 90 days from the date of purchase. We ask that carriers be returned to us in "like-new" condition (see above).

NON-CARRIER PRODUCTS

We can offer exchanges or refunds within 30 days of the original purchase date. Refund/exchange values are subject to an in-house inspection to determine the resale value of the items returned.

Please take a moment to provide us with the information below. This will ensure accuracy and help expedite the process.

Thank you!



Please include the following in ALL refund & exchange packages:

- 1) This page filled out
- 2) A copy of the original receipt

I am requesting a Return Exchange

Did you receive help with sizing? Yes No

If yes, where did you receive help? New Native® Store Friend Website Other please specify: _____

What are your measurements? Please check one for each:

Above the bust measurement: _____ Shoulders: broad narrow average Height: _____ Torso: long short average

Pre-pregnancy weight: _____ Fitted T-shirt size: XXS XS S M L XL XXL Pre-pregnancy bra size: _____

During the time of measurements were you? Pregnant Nursing Neither

Please indicate your term (if pregnant) or the age of your baby: _____

Please describe where the lowest part of the carrier (with your baby in it), hangs on your torso: _____

• Name: _____

• Street Address: _____

• City: _____ State: _____ Zip: _____

• Daytime Phone Number (this stays private & is important): _____

• E-Mail Address: _____

• Item you are returning: _____ SIZE: _____ COLOR: _____

• Item you are requesting: _____ SIZE: _____ COLOR: _____

Your personal information will not be used, shared, or sold outside of New Native® Inc.

CALL 1-800-646-1682 IF YOU NEED ADDITIONAL HELP WITH SIZING. PLEASE SEND PRODUCTS TO:

New Native® Inc. PO Box 255, San Pedro CA 90733