



creative parents. healthy babies.

DIRECT RETURNS FORM

We would like all of our customers to be pleased with their purchase. If the product you purchased directly from us is not what you expected, please return it to us. The product must be returned unworn and preferably in the original packaging to us within 30 days from the date of purchase. Please note, you will be responsible for the freight charge. The only freight charges that are refunded would be on product that is a manufacturer's defect or if we have shipped you incorrect merchandise. Please let us know if you would like us to replace it with a new item or if you would like us to issue you a refund.

Please follow the instructions below to insure refund:

1. Please place a return label on the outside carton over the original label and send to the following address:

UpSpring, Ltd.
ATTN: Returns
8627 N. Mopac Expressway, Suite 150
Austin, TX 78759

2. Please fill out this form and include it with your return.

3. Please include the packing slip and/or sales receipt.

4. We **STRONGLY** suggest that you:

- a. Return the package by a carrier that can track your return. UPS or FedEx Ground is recommended
- b. Insure the parcel for the full value. UpSpring Baby is not responsible for packages in transit from you to us.

Manufacturer Defect:

If your UpSpring Baby product has a manufacturer defect, please contact us directly toll free at 877-449-4647 and return it within ONE year from the date of purchase and UpSpring Baby will, replace (same or like product), repair or issue you a refund. UpSpring Baby covers all parts of its product with the exception of any damage due to accident, misuse or abuse.

Account Credit and Refund:

Refunds will be credited to your account within 3 weeks of receipt of your return. UpSpring Baby Direct is not responsible for any open balances, overdraft fees or service charges resulting from the timing of charges or credits to your account. UpSpring Baby **MUST** charge you for a replacement pair at the time it ships. We will credit your account within 3 weeks of receipt of your return according to our policies stated above. Please send back in the original box, if possible.

INFORMATION: BILL TO (Original Purchaser)	SHIP TO:
NAME	
ADDRESS	
CITY, STATE, ZIP	
PHONE#	
EMAIL	

RETURN DETAILS:

ORDER NUMBER _____ (located on packing slip/sales receipt)

Was this item purchased for you as a GIFT? YES NO

PRODUCT NAME-COLOR	REASON FOR RETURN/REPLACEMENT

Please indicate whether you would like a refund or replacement of the product?

RETURN/REFUND SEND REPLACEMENT PRODUCT

Do you want a representative to **CONTACT YOU** regarding your return order?

YES NO

PLEASE DO NOT WRITE BELOW THIS LINE: (FOR USE BY UpSpring Baby)

Date received at warehouse ____/____/____

Goods were received in _____ new _____ used (if used indicate condition below):

Attribute to product defect? _____

Original invoice amount \$ _____ date credited ____/____/____