

Return Policy

All items being returned to us must have been purchased directly from Spectra Baby USA. You will be refunded the cost of the item(s) purchased **excluding** the shipping charges. Refunds are provided in the original form of payment for the purchase price of the item including sales tax. Returns are subject to evaluation by Spectra Baby USA, and proof of purchase is required.

Exchanges: Online purchases are not eligible for store credit or exchanges. Once we have received your package, we will process the refund to your original form of payment. Items must be returned within 30 days of the date of purchase. Returns beyond this time limit will be refused and mailed back to the shipping address of the original order. Customers are responsible for the shipping cost of returned items.

To qualify for a refund:

- **Pumps** must be shipped back to us within 30 days of purchase, in their original condition. Due to the personal nature of these items, returned items must be **unused and unopened**. If the seal is missing or broken it is **non-returnable**.
- **Accessories** must be shipped back to us within 30 days of purchase in their original condition. Due to the personal nature of these items, returned items must be **unused and unopened**. If your items have been used or opened, they are **non-returnable**.
- **Bundle and Promotional Purchases** are not eligible for partial refunds. For a full refund, all items must be included in your return in an unopened and unused condition within 30 days of the purchase date.

How to return an item:

1. Fill out the Return form
2. Securely pack your items along with the Return form AND a copy of the invoice sent to you
3. Mail your package to:

Attn: Returns
Mother's Milk Inc/Spectra Baby
USA 2100 SW 71st Terrace
Davie, FL 33317

Your refund will be finalized once it is received, inspected, and processed by our returns department.

Your refund will be issued within 30 days of us receiving the return.

If you have any questions or need further assistance, please contact us at:

retail@spectrababyusa.com

954-870-7283

Return Form

ALL FIELDS ARE REQUIRED. FAILURE TO PROVIDE THE INFORMATION REQUESTED BELOW WILL CONCLUDE IN A DELAY IN PROCESSING

Order Number: _____

Customer Name: _____

Customer Email: _____

Item Name	SKU/Item Number	Quantity Returned	Return Reason Code
	MM		
	MM		
	MM		
	MM		
	MM		
	MM		

OTHER: _____

Reason Codes:

1. No longer need item
2. Late arrival
3. Duplicate Shipment
4. Do not like style/color/item
5. Not as pictured
6. If other, please describe on the lines provided