

Returns Policy

If your product is damaged, defective, incorrect or incomplete at the time of delivery, please raise a return request on baby comfort website .Return request must be raised within 7 days for baby items, from the date of delivery.

Valid reasons to return an item

Delivered product is damaged (i.e. physically destroyed or broken) / defective

Delivered product is incomplete (i.e. has missing items and/or accessories).

Delivered product is incorrect (i.e. wrong product/size/colour, fake item, or expired)

Delivered product is does not match product description or picture (i.e product not as advertised)

Delivered product does not fit. (i.e. size is unsuitable)

Returns Policy per Category

Please note that certain items marked as non-returnable on product page are not eligible for return.

Change of mind is applicable for return and refund. If the item received is damaged, defective, incorrect, or incomplete, a refund will be issued based on quality checker's assessment.

Conditions for Returns

The product must be unused, unworn, unwashed and without any flaws. For fashion products, products may be tried on to see if the item fits. This will still be considered as unworn.

The product must include the original tags, user manuals, warranty cards, freebies, invoice and accessories.

The product must be returned in the original and undamaged manufacturer's packaging/box. If the product was delivered in packaging/box, the same packaging/box should be returned. Do not put tape or stickers directly on the manufacturer's packaging / box.

NOTE: It is important to indicate the Order Number (and if you have a return number, include both) on your return package to avoid any inconvenience/delay in your return process.

If your returned item does not meet the above requirements, we reserve the right to reject any request for a refund.

Note: If your return request has been rejected, the item will be delivered back to you between 6-8 days. Item will be sent to scrap after three (3) failed delivery attempts and no refund will be given.

Refund policy

If your product is eligible for a refund, you can choose your preferred refund method.

The time required to complete a refund depends on the refund method you have selected. Once we have received your product (2-3 working days) and it has undergone a quality control (1-2 working days), the expected refund processing times are as follows: