



FREQUENTLY ASKED QUESTION

I don't remember my username/password and I can't get the reset tools to work. What do I do?

- If you are having issues getting your username or password reset, you can email us at **customerservice@babybirthandbeyond.com**

or call us a

t 1-208-660-0712

and we will help get the issue fixed.

How do I order the birth kit if I don't want everything in the kit?

- Before removing items (unless listed as optional) please make sure your midwife is fine with the changes.

- After making sure that changes are fine with your midwife:

- Click the "Add to cart" button. (This will take you to a new screen that should now show a list of all the items and a "checkout" button. Here is where you will be able to change quantities or remove items.)

- The red X will remove the item(s) completely.
- If you just want to change the quantity of an item type the number you want in the box and then click the green double arrow button to update the item your cart. (**Each item must be updated individually or your changes will not be saved**)

How long will it take for me to receive my order?

- Most orders using standard shipping will ship within one to two business days after your order is placed and will take from 3-7 business days to reach you. Sometimes orders may take longer if an item is unavailable or if we receive an unusual amount of orders.

What if I feel I need my items sooner than 3-7 business days?

- We do offer expedited shipping rates. If you would like a quote on an expedited shipping rate, please call us at **1-208-660-0712**.
- Make sure to tell us what you would like to order as the rates will vary depending on the weight of the items.

Will I automatically be sent a tracking number for my shipment?

- Yes we will send you a tracking number to the email address you provide us with when registering online. If for some reason you do not receive the tracking number within a few days and are wanting to know feel free to contact us by email or phone .

Can I return items/ How do I return items?**Return Policy**

Baby Birth and Beyond does accept returns on most items, however there are exceptions. Returns must be made within 30 days of the original purchase date. Special order and nonstock items are not returnable. Items which are opened, not in a sealed package, used, dirty,

damaged or otherwise altered cannot be returned. Items that are sent back without first obtaining a return authorization will not be refunded or returned. All returns may be subject to a 20% restocking fee. Baby Birth and Beyond is not able to offer refunds for any of the original shipping cost paid for by the customer. The customer is responsible for return shipping costs back to Baby Birth and Beyond and will not be reimbursed. Baby Birth and Beyond is not responsible for returned items lost during transit back to us. All refunds will be issued back according to the original payment method used for the order. If this method is not available (such as a gift certificate or cash) another method can be used.

How to make a Return

- Please first read return policy above.
- After reading return policy, call us for a Return Authorization before returning anything (within 30 days of original purchase date). Items that are sent back without first obtaining a return authorization will not be refunded or returned. 208-660-0712
- Once we approve the return, you may ship the items back to us at the following address:

Baby Birth and Beyond

Attn: RETURNS

7037 W. Bonnaire Loop

Coeur d'Alene, ID 83815

- Once the product is received by us and is in original condition, the price of the product will be refunded. Please allow 1-5 business days after we have received your return for it to be processed.

Baby Birth and Beyond reserves the right to refuse to refund any item(s) at our own discretion.

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