

## KEY BABY, LLC Return Policy

### Return Policy

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Key Baby LLC online purchases may be returned within 30 days. Items should be returned in unopened or original condition, with a copy of the packing slip, to our Return Center. Please contact our customer service team by phone at 1-877-596-4455. Our customer service team will provide you with a return authorization # that must be clearly labeled on the outside of the package. Please note that in order to receive a refund for the cost of the item; you must contact our customer service team before returning the item to us.

Once we receive the item, you will be refunded the price of the item as well as any applicable taxes, issued in the original form of payment used to purchase the item, as long as the item is accompanied by your packing slip, or to a KEY BABY, LLC gift card if you do not have your packing slip. Please note that this also applies to items received as gifts. If you return a gift, the purchaser will receive a refund in the original form of payment they used to make the purchase.

Shipping costs will not be refunded unless the item is being returned because it is damaged or defective.

### Damaged or Defective Products

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To return a damaged or defective item, please contact our customer service team by phone at 1-877-596-4455. Our customer service team will provide you with a prepaid return shipping label and pickup instructions. Once we receive the item, you will be refunded the price of the item as well as any applicable taxes and shipping costs. Refunds will be issued in the original form of payment used to purchase the item, as long as the item is accompanied by your packing slip, or to a KEY BABY, LLC gift card if you do not have your packing slip. Please note that this also applies to items received as gifts. If you return a gift, the purchaser will receive a refund in the original form of payment they used to make the purchase.

### KEY BABY, LLC Recalled Product Return Policy

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Nothing is more important than the safety of your children. To that end, we will gladly accept returns on recalled items. Please contact our customer service team by phone at 1-877-596-4455. Our customer service team will provide you with a prepaid return shipping label and pickup instructions. Once we receive the item, you will be refunded the price of the item as well as any applicable taxes and shipping costs. A refund will be processed to the original method of payment as long as the item is accompanied by your packing slip, or to a KEY BABY, LLC gift card if you do not have your packing slip.

### Return Instructions

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Please follow the instructions below when packing and sending your product for return. It's important to note that the instructions below must be followed in order to allow us the opportunity to process your return.

Send the item in its original packaging.

Pack the item carefully so that it will not be damaged during the shipping process.

Include a copy of the packing slip. Please note that in order to receive a refund for the cost of the item, you must contact our customer service team before returning the item to us. Clearly label outside of package with return authorization #. Use a secure shipping method to send the item so that it can be tracked. For example, if you are sending it through the United States Postal Service, please send it via certified mail. We are not responsible for items lost during shipping, and cannot process your return until the item is received.

All returns should be sent to the following address:

KEY BABY, LLC  
C/O MDS  
4001 W Green Tree Rd  
Milwaukee, WI 53209