

It is your right to return a product to place of purchase for any reason within 30 days.

You can use this form below to cancel an order that you have, for example:

- Just paid for but would like to cancel
- Received but no longer want
- Received but is not as described

You can contact us via email: helpline@babyhelpline.co.uk and we will assist you with your cancellation without need of this form.

We recommend that you read our Angelcare Shop Terms & Conditions **HERE** and to familiarise yourself with your consumer rights by contacting: www.citizensadvice.org.uk.

Our helpline team kindly ask that you contacting us before sending back any product so we can assign you a Returns Reference Number (RRN). With the RRN we can better log and track your query. Please note this is an optional service and in no way infringes upon your right of cancellation.

With your cancellation form we also ask that you provide a proof of postage receipt (if goods are sent separately from this form).

If you have any further questions about your order or Angelcare Shop account please contact the helpline via helpline@babyhelpline.co.uk.

ADDITIONAL DETAILS – (optional information)	
Upon receipt of cancellation notice we will assign you a Returns Reference Number that will help us (and you) keep track of your case. This does not affect your legal right to cancel in relation to returns: faulty or not as described.	
Order Reference Number (found on invoice)	
Item Description (name of item)	
Item Quantity	
Unit Price (excl. delivery costs)	£
Delivery Costs	£
Reason for Return?	
If the item is unwanted, is the returned item in proper packaging and in perfect condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If the item is faulty/damaged, please include a description of the fault/damage	
How many packages are being returned?	
Additional Comments?	

We will refund you the full purchase price (and the cheapest offered delivery option) after we have cancelled your order and/or upon receipt of the returned product(s) in good condition, in any case, within 30 days. For full terms and conditions please view the Angelcare Shop Terms & Conditions **HERE**