

Return & Refund Policy for SWEETIE BABY

At **SWEETIE BABY** we strive to ensure your complete satisfaction with every purchase. Please read our Return & Refund Policy carefully to understand your rights and our procedures.

1. Eligibility for Returns & Refunds

- Products must be returned in their original condition, unused, unwashed, and with all tags attached.
 - Returns are accepted within **[3 days]** of delivery.
 - Proof of purchase (order number or receipt) is required for all returns and refunds.
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2. Non-Returnable Items

For health and safety reasons, the following items cannot be returned or refunded:

- Underwear, socks, and other intimate apparel.
 - Personalized or custom-made items.
 - Items marked as "Final Sale" or "Non-Returnable."
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3. How to Initiate a Return

1. Contact our customer service team at **[sweetiebabypapar@gmail.com]** within **[3 days]** of receiving your order.
 2. Provide your order number, the item(s) you wish to return, and the reason for the return.
 3. We will provide you with a Return Authorization Number (RAN) and instructions on how to return the item(s).
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4. Return Shipping

- Customers are responsible for return shipping costs unless the return is due to a mistake on our part (e.g., wrong item shipped or defective product).
 - We recommend using a trackable shipping method, as we are not responsible for lost or damaged return packages.
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5. Refund Process

- Once we receive and inspect the returned item(s), we will process your refund within **[7 business days]**.
 - Refunds will be issued to the original payment method used during purchase.
 - Shipping fees are non-refundable unless the return is due to an error on our part.
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6. Exchanges

- If you would like to exchange an item, please contact us at **[sweetiebabypapar@gmail.com]**.
- Exchanges are subject to product availability.

7. Damaged or Defective Items

- If you receive a damaged or defective item, please contact us within **[3 days]** of delivery.
- We will provide a prepaid return label and either replace the item or issue a full refund, including shipping costs.

8. Late or Missing Refunds

- If you haven't received your refund within the expected timeframe, please check your bank account or contact your credit card company, as processing times may vary.
- If the issue persists, contact us at **[sweetiebabypapar@gmail.com]**.

9. Contact Us

If you have any questions about our Return & Refund Policy, please reach out to us:

- Email: **[sweetiebabypapar@gmail.com]**
- Phone: **[010-9379969]**
- Address: **[Unit No 23, First Floor, Parklane City Benoni, 89600 Papar, Sabah.]**

10. Policy Updates

We reserve the right to update or modify this policy at any time. Any changes will be posted on this page.