

## Customer Satisfaction Policy

Thank you for your purchase! We hope you will be happy with your breastfeeding and pumping products and that they meet your needs and expectations. We are committed to both your satisfaction and to our products, therefore if they do not meet your needs, are the incorrect size or there is a problem with your purchase, please let us know. We will be happy to remedy the situation by helping you find another product that will suit you better or by refunding your purchase.

If you need assistance with your return or exchange or simply have a question or concern, [click here](#) to leave a message or call toll-free 1-888-324-WISH (9474) Ext 0. We are always happy to help!

## Your Warranty

All products displaying the Simple Wishes brand carry a 1 year warranty against defects in materials or workmanship

## Your 100% Money-Back Guarantee - an Overview

If for ANY reason you are not happy with your purchase, you may return or exchange it within 30 days of order date, for a full refund (less shipping). Merchandise must be in resalable condition.

In the unlikely event that you receive damaged goods, or items that you did not order, please contact us to arrange the return shipment and we will credit you in full (including all shipping charges).

## Your Detailed Return Policy

- Your clean, unlaundered items will be accepted for exchange or refund within 30 days of purchase. After 30 days, items will be accepted for exchange only.
- Please use your Simple Wishes™ hands-free bustier support over your bra until you are certain you will not require a return or exchange. We cannot accept returns or exchanges for items soiled with sweat, breast milk or deodorant, etc.
- Please avoid exposing your purchase to strong smells, e.g. cigarette smoke, cooking odors, perfume, etc. until you are certain you will not require a return or exchange. Items that have been exposed to these odors are not resalable and will not be accepted for return.
- Your returns must be in their original, intact packaging. Any returns without their original packaging or in packaging that is not resalable will be charged a \$5 per item fee.
- Your return will be sent back to you at your expense if the merchandise does not meet our requirements for a return.
- Your shipping charges are not eligible for a refund. Actual shipping charges will be deducted from your refund if your original order had a free shipping promo. If you are returning a portion of your original order that had a free shipping promo, a portion of the shipping charges will be deducted.

- You are responsible for return shipping fees. If you are exchanging an item, standard shipping fees will apply on the replacement item.
- Please take note of the washing instructions for your purchase. We cannot be responsible for damage to merchandise that have not been laundered according to the care label instructions.
- We will process your return / exchange within 10 business days and notify you once we have done so. If you requested a refund, we will process it in the same manner as the original payment for the amount paid less any applicable fees.

NOTE: Due to bank processing times, it may take up to two billing cycles for your return/exchange to appear on your statement.