Return Policy

​At **Walkabout Baby**, we take pleasure in ensuring that you have a rewarding experience while you are shopping for your little ones. Therefore, our goal is for all our customers to be completely satisfied with their order.   
  
**Returns**  
Merchandise must be returned within 5-7 days of purchase for a full refund. (**Note:**Merchandise must be in its original packaging; Undamaged, unworn, unwashed, unused and with all original tags attached.) All pre-order & sale purchases are **FINAL SALE** and non-refundable/returnable. If the returned items do not meet the above criteria, they will be returned back to the customer.  
  
How to Submit a Return Request  
1.  Send us an email at **info@walkaboutbaby.com** with subject titled **"Return".**  
2. Once we receive your request, we will notify you via email. Please allow 3-5 business days to process upon reaching us. **(Note: Returns do not include shipping cost.)**  
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Shipping Info

**U.S. Shipping**  
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Our **Standard Shipping** is **FREE**. Delivery will occur approximately within 5-7 business days. \***Please allow for orders to be processed within 2-3 business days.\*  
  
​Canada Shipping**  
  
**Standard Shipping** to Canada is **FREE**. Delivery will occur approximately within 7-15 business days once your order is processed. \*Please allow for orders to be processed within 2-3 business days.\*  
  
**International Shipping**  
  
**DHL Express** is offered for a flat rate of $15. Delivery will occur approximately within 2-5 business days.  
  
**\*Please Note\***  
Delivery times are not guaranteed and are subject to several other factors including Sales, National holidays, carrier delays, customs clearance, weather, product availability and credit card authorization.  
  
It is important to provide detailed shipping information when placing your order. Walkabout baby is not responsible for undelivered packages based on missing information or inaccurate information of shipping addresses filled out by the customer upon checkout.  
  
Walkabout baby is also not responsible for lost or stolen packages. Please be rest assured that we will assist you with the carrier used to ship your package, but once an order shows delivered, we cannot assume responsibility for packages that are lost and/or stolen. We recommend that you indicate "Signature Required" when placing your order, which we offer at no additional cost, to ensure that your package is signed before it is dropped off at your location.  
  
Additionally, all applicable customer fees, taxes and duties are the responsibility of the customer. It is at the sole discretion of custom agents to release your package. Please also note that in some occasions, customs agents may delay the delivery of some packages.  
  
Thank you for shopping with us and for being a valued customer at **Walkabout Baby**. We look forward to successfully fulfilling your order.