



14 day money back guarantee Return Policy

Thank you for shopping with bug & blossom. We appreciate your business and want you to be totally happy with your purchase. Should any product fail to meet your expectations, simply return it for refund or exchange. We will gladly refund your order for the full price of returned merchandise less shipping fees, within 14 days of purchase less shipping fees. CD's & DVD's must be in their plastic wrap. Sale items and personalized products are non-returnable. If you are returning an item shipped to your from our supplier, please contact our customer service department prior to making the return.

Need to Return and Item? Please follow these instructions

- 1. Complete the return/exchange form below. If the product is damaged and/or defective or is a drop shipped item, please skip these steps and call 1-866-780-6633 or email customerservice@bugandblossom.com.
- 2. Ensure that the item(s) being returned is in its original box including instructions, accessories and internal packaging. Items must be in complete resalable condition otherwise a credit will not be issued.
- 3. Place the product(s) in a shipping box and package in such a way that it arrives intact. If using the original shipping box, all address and deliver labels should be removed. Include a copy of your packing slip in with the return. If you no longer have the packing slip, please include your order number, name, address and telephone number. Send the box to the following address by Canada Post or courier of your choosing, with tracking number. You will be responsible for return shipping charges.

bug & blossom
North Hill Centre
1777-1632, 14th Avenue N.W.
Calgary, AB
T2N 1M7

Return/Exchange Form

Return/Exchange Form: Order # _____

Refund Exchange and charge to the same credit card – shipping charges apply.

Exchange for Product Code _____ Description _____

Qty _____

Exchange for Product Code _____ Description _____

Qty _____

Returned Product(s)

Code _____ Description _____ Qty _____ Return Reason Code

Code _____ Description _____ Qty _____ Return Reason Code

Return Reason Codes 22 –Not as expected 34 –Changed mind 48 –Wrong item ordered 55 –Size 67 –Arrived late

Other _____

Please allow 10days for processing and contact us if you require assistance 1.866.780.6633 or customerservice@bugandblossom.com