

## Shipping and Returns Policy

Welcome to FitMyMum!

We aim to provide a seamless shopping experience while ensuring transparency and efficiency in shipping and returns. Please read our policy carefully before making a purchase.

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### Shipping Policy

At FitMyMum, we understand the importance of clear and fair pricing, especially when it comes to shipping. Here's how our shipping process works:

- **Shipping Rates:** Shipping costs depend on the country of origin (where the product is made) and the destination (your location). Additionally, customs duties and taxes may vary depending on the shipping route.
  - **Inclusive Pricing:** To make things easier for you, we've included the shipping cost in the product price. What you see at checkout is exactly what you pay—no hidden fees, extra shipping costs, or surprise duties upon delivery.
  - **Delivery Times:** Delivery timelines will depend on your location and will be communicated during checkout. Please allow additional time for processing during peak seasons or holidays.
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### Returns Policy

While we hope you'll love your FitMyMum items, we understand that sometimes returns are necessary. Any claims for misprinted/damaged/defective items must be submitted within **30 days** after the product has been received. For packages lost in transit, all claims must be submitted no later than **30 days** after the estimated delivery date.

1. **Contact Us First:** Returns can be complex since items need to be sent back to the facility where they were originally manufactured. Therefore, we kindly ask that you contact our customer service team at [info@fitmymum.com](mailto:info@fitmymum.com) (clearly marking RETURN in the email subject) before initiating a return.
  2. **Return Eligibility:** To be eligible for a return:
    - Items must be in their original condition (unworn, unwashed, with tags attached).
    - Returns must be initiated within **30 days** of receiving your order.
  3. **Return Process:** Once approved, we'll guide you through the return process, including shipping instructions. Note that return shipping costs may vary depending on your location and the facility address.
  4. **Refunds:** Refunds will be processed once the returned item has been received and inspected. Refunds are credited to the original payment method and may take up to **10 business days** to reflect in your account.
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Thank you for choosing FitMyMum—we're excited to be part of your journey toward health and wellness!

### FitMyMum Return Form



Please complete the form below and include it in your return package. Ensure all fields are filled out to process your return promptly.

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#### 1. Personal Information

- **Full Name:** \_\_\_\_\_
  - **Email Address:** \_\_\_\_\_
  - **Phone Number:** \_\_\_\_\_
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#### 2. Order Details

- **Order Number:** \_\_\_\_\_
  - **Order Date:** \_\_\_\_\_
  - **Item(s) Being Returned:**
    - Item Name: \_\_\_\_\_
    - Size/Color: \_\_\_\_\_
    - Quantity: \_\_\_\_\_
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#### 3. Reason for Return (Please check one)

- Wrong size or fit
  - Damaged or defective item
  - Incorrect item sent
  - Changed mind
  - Other (please specify): \_\_\_\_\_
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#### 4. Preferred Resolution (Please check one)

- Exchange (please specify size/color): \_\_\_\_\_
  - Refund
  - Store Credit
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## 5. Additional Comments

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## Return Instructions

1. Contact us at [info@fitmymum.com](mailto:info@fitmymum.com) to confirm your return and receive return shipping details.
2. Include this completed form in your return package.
3. Ship the package to the facility address provided during the return approval process.

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## Thank You!

Thank you for shopping with FitMyMum! We'll process your return as quickly as possible and notify you once it's complete. If you have further questions, feel free to contact us!