



Product Return or Exchange Form

To return or exchange a Tranquilo product, please fill out the below form, include with your shipment and mail to:

Tranquilo Customer Service, 250 Passaic Street, Newark, NJ 07104

If you have any questions, feel free to email us at cs@tranquilomat.com. If any of your items appear to be damaged, please email us within 48 hours of noticing this.

Note: You are responsible for return shipping; pre-paid labels are not provided. We strongly recommend shipping via UPS, FedEx, or Insured USPS so you can track and insure your package. We are not responsible for items lost or damaged in the mail. This form must be filled out completely and must be signed. Incomplete Return/ Exchange Forms cannot be processed.

Order #			
Name			
Email			
RETURN ITEM NAME	REASON CODE (Choose From Below)	CONDITION (New or Used)	REQUESTED ITEM NAME (EXCHANGE ONLY)
Reason Codes:			
200 – Need different size / 300 – Baby doesn't like item / 500 – Other (Fill in reason) / 900 – Broken or damaged			
<i>1 YEAR LIMITED WARRANTY:</i> If a Tranquilo product is determined to be defective within 12 months of purchase, Tranquilo will repair or replace (at our option) your product free of charge. Only replacements, not refunds, are available for warranty returns. If a returned item is determined to be defective, you will be reimbursed for return shipping up to \$9.99 USD. If the item is determined to be functional, you will not be reimbursed for return shipping. This warranty does not apply to normal wear or tear or damage from misuse, abuse, improper storage and handling, accident, self-repair, faulty or leaking batteries, or alterations.			
Your Signature			Date

For office use only: Signature		Date	
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