

Policies

Exchanges

Exchanges must be in NEW condition with all original packaging.

The exchange must be received by Dulce&Zoet within 45 days of the original ship date.

Keep your sling clean as washing it means it's not in NEW condition anymore.

Please contact info@dulceandzoet.co.nz to let us know you're exchanging the sling and then post it back to Dulce&Zoet, address will be provided at the time.

We will send your new size/style sling as soon as we receive your exchange. All our fabric combinations and sizes are subject to availability so we may ask you to make a new choice. Please make sure we have your current phone number or email address in case we need to contact you regarding your choice.

Returns

Please consider an exchange for sizing concerns before you return the sling altogether. Most people are extremely happy with one size up or down if they are not happy with their original size. Also remember that a sling will last you for two years and is not just meant for the little baby stage.

Returned slings must be in NEW condition with all original packaging. Washing the sling means that it's not in new condition anymore.

Returns must be received by Dulce&Zoet within 30 days of the original shipping date. A \$ 5 NZ restocking fee will be charged upon the return of each item. Please contact info@dulceandzoet.co.nz to let us know you're returning the sling. Your return will be processed as quickly as possible.