

Contact:
BUBBA MOE SLINGS
ABN 98492560731
PO Box 24
Richmond NSW 2753
Australia

Hours of operation
Monday - Friday
8am – 4.30pm EST
Closed annually
mid December to mid January

For retail sales & enquiries call (61) 02 45783401
For wholesale sales & enquiries call (61) 02 45785471
Fax: (61) 02 45789553
Email: sales@bubbamoe.com.au

For Tribute or charity enquiries email tribute@bubbamoe.com.au

TERMS & CONDITIONS

ALL CURRENCY is shown in Australian dollars. For overseas customers please make use of the currency converter on the shopping cart for estimation of costs in own currency.

SIZING – Who might not fit a regular sling?

Our slings and Moe Ties will fit around 90% of the population, as it can be adjusted to a great degree. If you are quite petite (155cm or 5ft2in) or a Aussie girl size 8 (US 6 or UK10) or smaller, a petite sling will work better for you. Of if you are over a ladies size 18, then a long sling will be much more comfortable for you to use. If your partner is very much the opposite to you then we can still accommodate the both of you as well. For petite, long slings or partner variances please contact us on 02 45783401 to discuss your options. These slings are at no extra cost, just take a couple of days longer as they are tailor made for you.

DESPATCHING YOUR PARCEL

In Australia we use Australia Post's Eparcel tracking system. This system requires a signature upon delivery. If you are not at the nominated address at the time of delivery then a postal card will be left behind.

Estimated time to delivery.

NSW, VIC, Southern QLD – up to 2 postal days

South Australia & Northern QLD – up to 3 postal days

WA, NT and Tasmania – up to 4 postal days.

On the day your parcel is dispatched, you will receive an email notifying you of its impending arrival along with your parcel tracking number.

For New Zealand customers allow around 7 – 10 days

For other countries allow up to 21 days.

POSTAGE

Postage charges throughout Australia is a flat rate of \$6.50

Postage to New Zealand is \$11.00 up to 2 kg's

Postage to Other Countries is \$18.00 up to 2kg's.

LOYALTY PROGRAM.

To use your voucher, please record the voucher code at Promo Code section when at shopping cart checkout. For phone orders please quote the voucher code when ordering. Please note that each voucher can only be used once, even if you have given it to someone else. See the back of your voucher for full terms and conditions. The loyalty program voucher can not be used for discount on Tribute Slings, or valid with any other offer.

PROMO CODES

From time to time Bubba Moe will have promotional offers. These promo codes will need to be entered at The Promo Code section of the shopping cart checkout to receive discount. Please note that discounts are not Applicable to Tribute Slings.

TRIBUTE SLINGS FUND RAISING.

50% of sales of Tribute Slings will go to Australian Breast Cancer Research Foundation (ABCRF).

If you purchase a tribute sling a receipt will show how much of your purchase has gone to the above foundation Each tribute sling will also have an accompanying story of whom it has been named after. Each nominee's story Has been given at their consent to Bubba Moe, who has the nominee's permission to use, but cannot be used by Any other persons unless explicit permission has been sort and allowed by the nominee first.

GUARRANTEE OF PRODUCTS - REFUNDS

Each product has a limited guarantee of 6 months from the date of purchase regarding faulty workmanship and components, but not covering normal wear and tear or owner abuse. Each claim must be accompanied by proof of purchase (A receipt). A refund is in order if we have made a mistake and sent you the wrong product or colour and the original choice is no longer available.

Please note that there is no refund for change of mind scenarios. If you are not sure if the product will suit you, ask people who have used it, or even call us to answer your queries or concerns.

EXCHANGE OF PRODUCTS – when someone has a different flavour than you.

We welcome exchange of products, as long as it **has not been used and within 1 month of purchase**. Mostly for sensible reasons

- 1) buying as a gift can be really daunting, as colours are a very personal choice. So if your recipient no longer trusts your judgement or you have received one from someone who has obviously far differing taste, we understand.
- 2) Pregnant women have a tendency to not be able to make a decision, then change their mind once they have made the decision. So that's quite ok by us, as we are mums too.
- 3) If the Ultrasound was soooooo wrong.
- 4) Even though we stress to get absolute 100% accuracy to our colour swatches, this comes all undone with individual web browsers. We will exchange for another colour if your computer monitor was deceptive to you, We have all suffered the hardship of an unfaithfull screen at times, so a good way to double check is to use the "view more details", where the print is described in words. This will help clarify the choice further. If in doubt call or email us for further details.