

Delivery Policy

When shopping online at Igloobaby.com, we understand how important it is for your items to arrive the way you expect them to! You can be certain that your order will be shipped with the utmost care and attention. Please note that all orders are charged to the payment method at the time of purchase.

Once your parcel has been shipped out, we will send you an e-mail confirming your purchase along with a tracking number for your package.

How We Ship

Order shipments require 2 to 7 business days to reach their destination with the exception of some remote areas and special orders. Deliveries do not occur on weekends or statutory holidays. Shipping fees vary for individual items and can be viewed in customer's shopping cart once an item has been added. We do not deliver outside of Canada. Additional charges may apply for deliveries to areas outside of the Greater Vancouver Area and for oversized items. If additional charges apply, we will contact the customer before processing the order. Additional charges may also apply for multiple delivery attempts.

When receiving a delivery:

1. The customer or their proxy must be present to receive, inspect and sign for the delivery if a signature is required.
2. Before signing for the package(s), the customer must ensure receipt of the proper number of packages and inspect the condition of the package(s). If there are any damages or shortages, the customer must make sure these are noted by the carrier in writing before accepting the delivery.
3. Packages must be promptly opened and checked to ensure that the correct items were shipped.
4. In the event of any damage during shipping, email admin@igloobaby.com with a description of the damage, photographs and the order number.

* Incorrect Shipping Information: If a package is returned to Igloobaby due to an incorrect shipping address provided by a customer, the customer will be responsible for the return shipping cost as well as the redelivery cost.

ORDER CHANGES/CANCELLATIONS

The customer must email any requested changes or cancellations of orders to admin@igloobaby.com. Changed or cancelled orders will then be confirmed via email. We cannot guarantee that changes to or cancellations of online orders can be made once they are processed, however we will do our best to accommodate any requested changes prior to shipping. In the event that an order cannot be changed or cancelled, please refer to our return policy.

Igloobaby reserves the right to cancel any order if the customer's billing information cannot be verified or does not coincide with the delivery address.