

Refund policy

If for any reason you're not 100% satisfied with your purchase, you can return your products within 30 days of your order's arrival. Refunds will be issued once we receive products back minus a shipping label fee + \$3.50USD restocking fee.

To start the return process, simply email us at help@filterbaby.com with your name and order number, and we'll send you a return label. We always want you to feel comfortable and confident with your purchase.

Credit card refunds usually take 5-10 business days to appear on your statement.

If you are having difficulty with installation, please reach out to us at help@filterbaby.com, and we will happily help you troubleshoot the installation.

International Orders: Return shipping back to the USA is at the expense of the customer. Customer will be responsible for payment of the return shipping label for international orders.

Exclusions:

- Used and opened Filter Refills.
- Damages or defects caused by misuse, neglect or accident, and alterations void your qualification for warranty replacements. Filterbaby Faucet Filters require the Filter Refill to be changed every 90 days at minimum. Failure to replace the filter 90 days at minimum will disqualify eligibility for replacement.
- Reshipped, resent, and replacement orders are ineligible for returns and void the return window on the original order. Filterbaby reserves the right to charge a reshipment fee for orders marked as delivered to the address provided.

Damages and Issues:

Inquiries related to damage, shipping damage, and order contents must be reported within 14 days of receiving the product.

Additional Terms and Conditions:

- Shipping and handling charges, shipping insurance, and taxes paid are non-refundable.
- If your returned product is incomplete (e.g. missing parts/pieces), Filterbaby reserves the right to refuse accepting your return.
- In the case that customer redeemed discounted starter kit bundle pricing and wishes to return part of the order, the full price of the starter kit will be deducted from total refund.
- Filterbaby is not responsible for personal property accidentally or intentionally included in returned orders.

Please follow the below guidelines to best care for your Filterbaby system:

- Keep the water temperature under 100°F
- Keep your water pressure under 40 psi. Do not use the maximum pressure your faucet outputs, but just enough to the point where the pressure is still coming out of the Filterbaby system at a comfortable level

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.