

Online Return Policy.

Lilli Pad, LLC (LilliPad) offers a "15 Day" return policy for all online purchases. You may return products to us within 15 days of purchase. After 15 days from the purchase date, all returns will be accepted on an inspection basis only. All products come with a Two (2) Year Limited Manufacturer's Warranty (See Owner Manual for more details). All Items not covered by the Manufacturer's Warranty may be returned (with proof of purchase) on an inspection basis only. Included with each order is an invoice. If you have the invoice, please place a return label on the package and return via USPS insured with delivery confirmation or via UPS. If you receive damaged or defective merchandise, we will reimburse USPS or UPS ground shipping costs with product at our discretion. Please include a copy of the receipt for the return shipping costs with the return form. Merchandise should not be shipped COD or via air. Please be aware that some Shipping Stores who provide shipping and packing services charge extra for these services and those charges will not be reimbursed.