

Satisfaction Guarantee

Our goal at DeltaChildren.com is to ensure your entire purchasing process is enjoyable and stress-free.

14-Day Return Policy

If you are not completely satisfied with an item, you may return it within 14 business days of purchase receipt.* The item must be in its original condition and include all parts, accessories and packaging. Call us at +1 (800) 377-3777 to obtain shipping instructions and a Return Authorization Number (RA#) for ALL merchandise. You must include a copy of the original invoice with your return and write your RA# visibly on the outside of the shipping package and on the packing slip. Please tell us why you are returning our product so that we can continue to improve our products and services.

Return shipping costs are non-refundable, unless the item is being returned as a result of our error (e.g. damaged, defective, wrong item sent, etc.). For your protection, we encourage you to send your return prepaid via UPS or FedEx. We do not accept Cash On Delivery (COD). Save your shipping receipt and tracking number for proof of return delivery. We are not responsible for return packages that are lost or damaged by the return shipping company.

When requesting a refund, your original payment method (credit card or PayPal) will be credited once your return is processed. When exchanging an item, you will see a credit to your original payment method for the returned item and a charge for the new item, plus shipping (if appropriate) and handling.

Returning Products From Your Online Order

To return an item(s) purchased only on the DeltaChildren.com website, please follow the instructions on the Packing List included with your order. If you have any questions, contact us either at the form to the right or call us at +1 (800) 218-2741, Mondays through Fridays 8:30 AM to 6:00 PM Eastern Time. Please note our Consumer Care department is closed on Saturdays, Sundays, and holidays.

Missing, Damaged, Defective or Incorrect Item Sent

If an item is missing, damaged, defective or incorrect, you must contact us by phone or email within ten (10) business days of the purchase receipt so that our customer care specialists can explain what steps need to be taken. No returns for damaged or defective merchandise can be accepted after ten (10) business days.

*Please Note: Some items may be subject to a 10% handling and restocking fee.

Final Sale and Clearance Items

All sale items are final sale and may not be returned or exchanged unless they arrive damaged.

Customer Care

Our customer care team is dedicated to providing our customers with excellent service. If you need any help or information about any item, please do not hesitate to contact us. We can help you track orders, update your account information, reset your password, process a return, and more.

We can be reached by telephone at +1 (800) 377-3777 Mondays through Fridays 8:30 AM to 6:00 PM Eastern Time. We are closed on Saturdays, Sundays, and holidays.