

## **Refund Policy**

### **Tickets for NEW Parents Crash Course**

Unfortunately, all tickets purchased are strictly non-refundable and non-exchangeable. You may refer to **Event Policies** where you have agreed to the Terms and Conditions during registration.

In the event the class is changed to a digital one, due to government and venue regulations because of the pandemic, the ticket will not be refunded, exchanged or postponed to a later date. Organizer's decision is final. We will proceed with the Workshop no matter in physical or digital presentation, adhering to the rules and regulations put forth by government and building management.

We will only be able to process a refund in the event of:

**1. You have delivered before the stipulated date of the Workshop.**

In this scenario, you are encouraged to reach out to us at [reachus@myfirstlove.com.sg](mailto:reachus@myfirstlove.com.sg) attached with a birth certificate of your newborn to help us process the refund accordingly.

**2. You are unwell and have a Medical Certificate from a General Practitioner.**

Please drop us an email at [reachus@myfirstlove.com.sg](mailto:reachus@myfirstlove.com.sg) with the MC attached and we will proceed to process the refund accordingly.

**This does not apply to persons served with Leave of Absence, Stay Home Notice or Quarantine Orders. In these circumstances, the workshop will still take place as planned, and the event will be live streamed to you.**

Should you have other queries or have specific scenarios which are not stated above, you may reach out to [reachus@myfirstlove.com.sg](mailto:reachus@myfirstlove.com.sg) to seek further clarification.

### **Product Exchange for SarangBae UV Sterilizer Bag and Milestone Cards**

Products purchased from [www.myfirstlove.com.sg/shop](http://www.myfirstlove.com.sg/shop) will be entitled to a 1-1 exchange should there be a defect, discoloration or malfunction of the products. You will however, undertake the responsibility to send the purchased product back to us in the same condition you have received it and undamaged in any way.

After we have received the product, our team of professionals will inspect it and process the exchange accordingly. If the product is damaged in any way, or you have initiated the exchange after 14 calendar days have passed, you will not be eligible for a refund.