

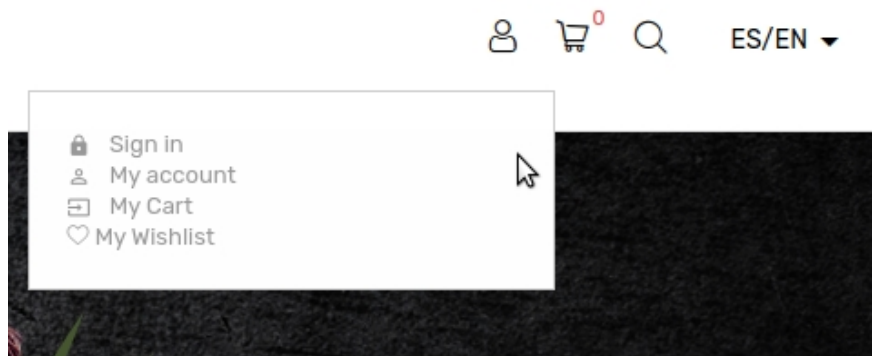


MUMMY ROOM
AND BE HAPPY

Complete guide to make exchanges or obtain vouchers

1.- The first step will be to access your customer area from our web <https://mummyroom.com/>.

Click on the icon placed beside the chart and press the option "**My account**".



2.- Enter the user data that you have registered when you completed your customer account.

(E-mail address and password)

Log in to your account

Email

Password

[Forgot your password?](#)

[No account? Create one here](#)

If you can't remember your password click on the link "Forgot your password?"

Write your e-mail address and click on "**SEND RESET LINK**" and you will receive in your inbox a password reset mail.

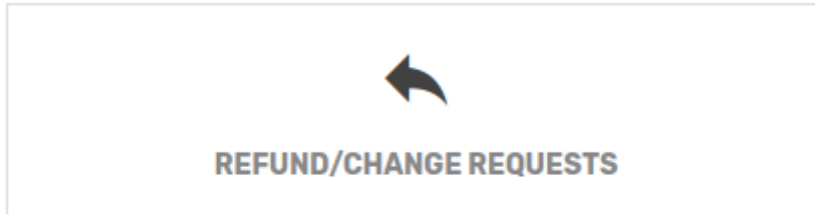
Forgot your password?

Please enter the email address you used to register. You will receive a temporary link to reset your password.

Email address

[< Back to Login](#)

3.- Once you're in your customer account click on "**REFUND/CHANGE REQUESTS**"



4.- In the following section you will be able to see your last orders and its status (Be aware that your order can't be returned unless the status is "**Entregado/Delivered**"). To make an exchange click on the button "**REQUEST CHANGE**".

Order history

Here are the orders you've placed since your account was created.

Order reference	Date	Total price	Payment	Status	Invoice	
GHNBYOBXI	08/24/2020	€41.25	Bank transfer	Entregado	-	REQUEST CHANGE DETAILS

5.- On the section "**Order details**" click on the button "**RETURN REQUEST**".

Order details



6.- In the next section you will see the items your requested in this particular order.

To request the exchange or voucher for one of the items click on it and on the button "**Return Type**" select the option that correponds.

In the field "**Reason for return**" you will be able to select if it is a wrong item, a size exchange or any other reason.


Finally in the "**Description**" field you will be able to write the new size or item that you wish to obtain, or any information that concerns the return.

Click to accept "Terms and conditions" and then "**Submit**"

And that´s it! We will be contacting you as soon as possible to give you the details for your exchange.

DISPUTE REQUEST ✕

Order reference #GHNBYOBXI


Image	Product name	Quantity	Returned
<input checked="" type="radio"/> 	WOMEN'S PRINTED SHIRT ROCKER LINE SKULLS AND BRANCHES - Size : M	1	0

* Return Type

* Reson for return

*Description

Tell us the size you would like to exchange, the product you want to exchange and / or any comment you think is important.

Add Files 

I agree to the terms and condition and will adhere to them unconditionally.

CLOSE SUBMIT