



Pay It 4ward SELLING FAQs

- **Which MamaRoo model do I have?**
To determine which model you have, simply click [here](#).
- **What if I don't have the MamaRoo box? How can I ship it back?**
Don't worry. You can still donate. We ask that you disassemble the MamaRoo infant seat and carefully pack it in a new cardboard box for shipping. You can find a video on how to disassemble [here](#). Make sure that all the parts are packed tightly together and don't move around in the box.
- **Do I have to pay for shipping?**
No. Good Buy Gear will send you an email with a prepaid FedEx label. You will need to provide your own shipping box and materials, and either schedule a pick-up with FedEx or drop it off at a FedEx location.
- **If my MamaRoo Infant Seat no longer works, can I still sell it?**
No. Good Buy Gear will only accept units that are gently used and are still in good working condition.
- **Will you accept any model MamaRoo?**
Yes. Good Buy Gear will accept any gently used MamaRoo that is clean and in working order. Please make sure to include the toy bar and power cord.
- **How much will I receive if I sell my MamaRoo through Good Buy Gear?**
Good Buy Gear (GBG) will provide you a \$50 GBG site credit for a gently used MamaRoo4 and a \$25 GBG site credit for an older MamaRoo model.
- **When will I receive my gift card?**
You will receive an email with your electronic gift card from Good Buy Gear within 1 week of your MamaRoo being received at the Good Buy Gear warehouse. Make sure to take a photo of your FedEx tracking number, so that you can track your MamaRoo.
- **Am I able to donate my MamaRoo?**
Yes! You can donate your MamaRoo through the 4moms Cares Pay It 4ward program. Click [here](#) to start the process. For every MamaRoo donated, 4moms Cares will donate a brand new unit to a NICU or NICU family in need (up to 200 units).
- **What if my MamaRoo is damaged in transit? Will I still receive compensation for my unit?**
If your MamaRoo is damaged during shipping to the point where it cannot be sold Good Buy Gear will donate or recycle the item on your behalf.



- **How will I know that my MamaRoo arrived at Good Buy Gear? Will you send a confirmation once it's received?**

You can use your FedEx tracking number provided on your prepaid shipping label to track the delivery of your MamaRoo to the Good Buy Gear warehouse. Within 1 week of your MamaRoo being received at the warehouse, you will receive an email with your electronic gift card from Good Buy Gear.