

Mamas & Papas' Price Match is all about giving you the best value

As parents ourselves, we know the importance of finding good quality products that last, at the best possible price. So we do everything we can to ensure you get the best price on the market, including matching the prices of the rest of the high street.

We even match against our branded products

As well as our own products, we bring you lots of other brand names too, like Joie, Bugaboo, Cybex and Tommee Tippee. We always check to make sure you can get those items at the best price too.

We proactively check their prices across the rest of the high street throughout the week in store, online and even in sale periods.

If we find the same product, same make, model, colour and size, sold with the same guarantees, warranties and conditions of sale at a lower price, we'll match it so you never pay more. It means you don't have to trawl the market looking for the cheapest deal – you can come straight to us. The item must be in stock and available for immediate delivery in order for us to price match.

Find it cheaper if you can

If you do find an item cheaper with a competitor, either online or in store, tell us. If it matches the same spec as our model, we'll match the price. And if you find something cheaper within 20 miles from one of our stores, we'll match that price.

This only applies on agreed high street competitors – so trusted brands you can find on the high street, in department stores and shopping centres. It does not include online only shops or smaller independent stores.

Now tell us about it

So you've found it cheaper, eh? Get you! Now all you have to do is let us know and request a price match. It's so easy.

Visit one of our stores <https://www.mamasandpapas.com/en-gb/store-finder>

Or give our Customer Service team a call on **0345 268 2000**

Some Frequently Asked Questions:

Who are our high street competitors?

Our high street competitors are companies or brands who trade like we do. They are open to the UK public, trade online and in store under the same name and appear on the high street or similar locations, like shopping centres and retail parks. Their prices must be clearly marked and they should offer a substantial range of products.

If a business does not follow these basic guidelines, then we do not treat them as comparable high street competitors. This is especially true of online-only businesses, online-only companies with showrooms, mail order companies, auction sites, factory outlets, collection points, membership clubs, market stalls or home shopping channels. If a company is closing down or facing administration, we will not match their prices.

Which prices will we match?

As long as the competitor's prices are publicly available to customers, and clearly displayed either in store or online, we will match them. The price must apply to an identical product, sold as new, with the same make, model, colour and size.

What about product bundles?

Every Price Match will be decided on its own merits, and in the case of product bundles, we will match the price if the bundle is available to all customers and the individual products are identical to the ones we sell, including any additional free items. If the bundle can be bought individually at full price, we will not lower our price for the bundle offering.

What are service conditions?

Service conditions are the additional offers you get, along with your product, such as various delivery options and our nursery building service. So when matching prices, we check to see if the competitor is offering the same deal as us.

We take into consideration the additional cost of delivery and click and collect charges, the competitor must also have the product in stock, as opposed to a pre-order option, and that they can deliver it in the same time scale as us.

When it comes to our Deliver & Build service, we are happy to consider lowering the combined price of the furniture and the fitting service, but only if the competitor's service is of the same level of quality as ours. This includes looking at things like timescales, quality of materials, and any accreditation or qualifications awarded to the fitting team.

What about promotions and discounts?

If a competitor is offering service or reward-based promotions, such as express delivery, extended warranties, trade-ins and cash back, we will not match those prices.

We will consider temporary discounts, including special offers, voucher codes published at the point of purchase, or on a competitor's website. We will not match exclusive offers to select customers – for instance, loyalty or reward cardholders and negotiated prices for groups such as account holders. We will not consider prices available through third part websites or voucher schemes.