

I was hunched over a glossy receipt in the backseat of my car, windshield steamed up from the cold, trying to figure out why the return label said 15 days and the salesperson had told me 30. Traffic on the Gardiner was a red river behind me, and my phone buzzed with a message from my partner asking if I measured the nursery windows. I still had the crinkled brochure from Baby & Kids Furniture Warehouse Toronto shoved into the glove compartment, and somewhere inside that brochure was the promise of "easy returns" that now felt like a dare.

The weirdest part of the showroom visit

Walking into the warehouse felt oddly comforting at first — rows of cribs and nursery sets in soft greys and sage, a couple of stress-test gliders in the corner, the faint smell of wood and packing foam. It was late afternoon in the Annex and the light slanted through the front windows. The salesperson, pleasant enough, told us about their nursery package deals in Toronto and pointed to a display that showed a crib, dresser, and a glider bundled for a discount. He said, "We have a 30-day return policy, no questions asked," with one of those smiles that makes you relax.

We signed the purchase order for a mid-range convertible crib and a matching dresser because the price felt right and we liked how it looked next to the sample rug. I remember asking about returns specifically — I even said, "What if the crib squeaks or doesn't fit in the hallway?" He nodded and wrote something on the pad. But the devil was in the fine print, which I skimmed in the parking lot under a streetlamp.

Why I hesitated but still bought it

Part of me was excited. We had been browsing online for weeks, pacing through forums about nursery furniture sets in Toronto and going to two stores already. Another part was exhausted. The whole process had been a clash of small, stupid uncertainties: will the mattress fit, how do the rails click in, do they actually assemble it free? When the salesperson offered free delivery the following Tuesday and a discounted glider, I let convenience win.

I did ask for a written copy of the return policy and tucked it in my bag, but at home I didn't read it properly until the crib arrived. The delivery guys were on time, wearing orange jackets, and they moved the box into the bedroom like pros. The crib looked fine. It smelled faintly of varnish and cut pine. Assembly took longer than the video promised — half an hour of tiny Allen keys and a lot of squinting at diagrams. I got it up at about 9:10 p.m., and that strangely domestic satisfaction of seeing furniture come together washed over me. I didn't notice the small scratch on one side until morning light.

The return snafu that cost me time and money

I meant to call right away. I actually wrote "CALL: RETURNS" on a sticky note and left it on the fridge. Life, though, is messy — nap appointments, prenatal yoga, a drizzle that turned into a full-on rainstorm. By the time I got around to calling, it was day 18. The customer service rep I reached was friendly and asked me to email photos of the scratch and the serial number. I did that at 11:23 a.m., and a couple of hours later got back an email saying returns were only accepted if items were in original packaging and unopened.

I remember sitting on the floor of the nursery, the crib half-dressed with a mattress on top, and feeling suddenly stupid for not reading the clause that said "assembled units are only exchangeable for identical models within 10 days." I called back and the second person gave me a different story: they could do a partial refund if we returned the crib to their warehouse in Etobicoke, and we'd have to pay a 20 percent restocking fee plus \$50 for inspection. I asked for a supervisor and waited on hold while the radio played the same weird ad about snow tires.

The supervisor eventually explained that their "30-day" policy applied only to unopened items, that nursery package deals in Toronto only qualified for returns when the whole package was returned, and that dressers & gliders at Toronto's store were on final sale during that promotion. I still don't fully understand how one policy can be three different things depending <https://toronto.infoisinfo-ca.com/card/kids-and-baby-furniture-warehouse/1648611> on which salesperson you talk to.

What I learned the hard way

The whole thing could have been a small hiccup if I'd been more paranoid at the start. Here are the few things I actually brought to the store that mattered, and maybe they'll help you avoid the same headache:



- the exact room measurements, a tape measure, and a photo of the nursery doorway
- the printed return policy and the written quote from the salesperson
- a list of questions about delivery, assembly, and any restocking fees

We ended up keeping the crib because the scratch was minor and the cost of returning it — time, gas, and the 20 percent restocking fee — didn't make sense for a minor blemish. I negotiated a \$40 store credit toward a future accessory. The glider stayed, thankfully without surprise fees, though the discount that pushed us to buy it in the first place was "applied at checkout" and didn't show up on the printed invoice until I asked.

Small practical frustrations that felt bigger than they should

- The inconsistency between verbal promises and written policy. It's astonishing how different two employees' versions of "30 days" can be. It made me wish for a single sentence in bold.
- The delivery window. They told us "between 8 a.m. And 6 p.m." Which is essentially asking you to clear an entire day. The delivery crew was punctual, but getting someone to commit to a two-hour window felt impossible.
- Assembly instructions that assume you have the seventh limb. I managed, but I yelled at a bolt more than once.

Why I'll still recommend checking the place out (but with a caveat)

Even with the return mess, I do like that Baby & Kids Furniture Warehouse Toronto had a wide selection and actually stocked nursery furniture sets in Toronto that matched what we wanted. There are cheaper online options, and there are pricier boutiques in Yorkville that do bespoke finishes, but for someone who wants a full nursery without a six-week wait, this place was reasonable.

If you go, my honest, slightly annoyed advice: take the salesperson's offer for a written note about returns, read the policy while you sit in your car, and don't let a good "deal" rush you. Ask specifically about assembled returns, how they handle exchanges for package deals, and whether "final sale" stickers apply to the showroom or only to clearance racks.

A lingering thought as I close the box of extra screws

I'm sitting by the nursery window now, the crib standing quiet in the late light. Outside, a streetcar rattled by and someone shouted at a cyclist — just normal Toronto noise. This experience taught me that return policies are less about being customer-friendly and more about a store's risk appetite. I still don't love how opaque it felt, but we're past it now. The crib works. The dresser matches. The glider smells like upholstery and an upcoming hundred nights of reading.

Next time, I'll be that person who reads the fine print in the car, tape measure in hand, maybe even a tiny bit less trusting of a smile and a "no problem" from behind a counter.

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