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REFUND POLICY

All our clients are very important to us, that's why Bob Shoooz ("Company"), has created the following Refund Policy to let You know how we handle the refunds for the goods ordered and bought on our website <http://www.bobshoooz.com> ("Website").

The terms "You," "Your," and "Yours" refer to the entity/ person/ organization using our Website. When this Policy mentions "we", "us," and "our" it refers to the Company and its subsidiaries or /and affiliates. The term "goods" refer to any product or item bought on our Website by You.

For any questions regarding this Refund Policy or any requests regarding the refunds and returns, please contact us by email bobshoooz857@gmail.com, phone 8699720607 or other contacts provided below.

You have the right, to return the goods within 48 hours, if it has not been used, damaged or its appearance has not substantially changed, that is, the appearance of the product or its packaging has been made only such alterations as were necessary to inspect the goods received.

Standard Returns

Any goods that You wish to return must be in the original packaging, unused and in a condition fit for resale. If the Goods to be returned do not meet these conditions, we will be unable to offer a refund.

You must place your refund request within 48 hours of delivery of the item.

Please contact our Support to begin the return and refund process, Support team will walk you through the process and help you.

In case of the return of the goods, we will cover the return shipping costs.

You must exercise return right responsibly and return the product in the original neat packaging, as well as return all complete parts of the product. You are responsible for the complete set of the returned goods. If the goods are not complete, we won't be able to accept the returned goods and issue a refund.

Once the Goods have been received and checked by our staff, a refund will be authorized by the same method that the payment was made. Depending on your financial institution, refunds can take up to 14 days to be credited to your original payment method. In all cases we have the right to suspend the refund until the good are received back and inspected.

If You fail to meet the deadlines of our Return policy, we will be unable to offer a refund.

Defective goods

In certain cases, such as defective, damaged or wrong goods, you may be required to provide evidence of the issue, such as a photo or video, or to return the item to receive a refund.

You must contact our company at bobshooz857@gmail.com within 48 hours upon purchase and provide detailed information, such as:

- Proof of purchase
- Order number
- Product name
- Information about the defect, failure or missing part of the item
- Defect evidence (e.g. a photo or video of the item, a photo of the defective area (if it is possible to take a photo), a photo of the packaging, other).
- Product Tag
- Product Packaging

When submitting a complaint, You must indicate how You wish the claim to be resolved:

- To replace the defective goods with quality items
- To supplement the incomplete goods with missing components
- To refund the money paid
- To receive store credit

The goods must be returned in the original packaging (with instructions and/or warranty card, if they were delivered with the product).