



B A L E G A T I O

# SHIPPING & RETURNS POLICY

Balegatio endeavours to deliver all products timeously and accurately. We will keep you updated throughout the shipping process and communicate any possible delays on our part.

## Returns

We have a 10-day return policy, which means you have 10 days after receiving your item to request a return.

To be eligible for a return, your item(s) must be in the same condition that you received it, unused / unopened, with tags / labels / stickers, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [info@balegatio.com](mailto:info@balegatio.com), if your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package.

Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return questions at [info@balegatio.com](mailto:info@balegatio.com)

## Damages & Issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you received the wrong item, so that we can evaluate the issue and correct it.

## Exchanges

The fastest way to ensure you get what you need, is to return the product you have. Once the return is accepted, make a separate purchase for the new item. We'll help you with this process.

## Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

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