



# Refund Policy

## **Return and Refund Policy**

If you're not satisfied with an item that you purchased from us, you can initiate a return within **30 days** for a refund, if the item is in its original condition and packaging. Items that have been used or modified in any way may not be returned. Please see the next section if the item arrived damaged or defective; different terms may apply. A 15% restocking fee will be applied to all returns. A 25% restocking fee will be applied to all returns that are without the original package.

To return an item, please Contact Us with your order number and details about the product you would like to return. We will respond quickly with instructions for how to return items from your order. You will be responsible for the return shipping costs (even if you use a return shipping label provided by Better Vanity or our partners), except in instances where the item arrived damaged or defective. Note that the option to initiate a return will only be available for 30 days.

## **Damaged or Defective Items**

Although it is unfortunate, items are occasionally damaged in transit or have concealed damage. If your order arrives damaged, please report it within 48 hours of receipt. Damage claims cannot be filed after 5 days, so please inspect and report within this window.

Damaged items cannot be returned for a refund. We will replace damaged items, parts, or pay to have them fixed. Follow these steps to file a damage claim:

- Email several pictures of the damaged merchandise to [bettervanity@gmail.com](mailto:bettervanity@gmail.com)
- Please include close-ups and wide shots of the damage and photograph the box and shipping label, as well.
- In your message, please note your order number and contact information. A prepaid Shipping label will be prepared and emailed to you upon approval.

- We will work to send you a replacement product. Damaged items cannot be returned for a refund.

After you have filed a claim with our team, we will strive to respond within a single business day. From time to time, it may take a little longer. We may ask for additional media, such as, but not limited to, a video or additional photos to help us make a damage claim with our manufacturer/shipping partner. After approval, we will help to arrange the pickup products for replacement or refund.

Please be aware that Better Vanity utilizes third party, independently owned freight/trucking companies to deliver our merchandise, and that Better Vanity does not own, operate or control the trucks or drivers. Though we make every effort to maintain and monitor a high standard of delivery service, certain situations are beyond our control and are not caused by Better Vanity. Please report any problems or damages received as per the Receiving Your Order section below and we will resolve the issue immediately. As always, customer service is available at [bettervanity@gmail.com](mailto:bettervanity@gmail.com) to assist you in any way.

**Non-Returnable Products:**

The following products and categories or products are not returnable and are: Custom-made products, special ordered products, and any product that is marked as final sale on the product listing, invoice, or quote.

**BETTER VANITY INC.**