

## **Return Policy of thebeecozy.com**

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Non-returnable items include certain health and personal care items such as underwear and toothbrushes.

To complete your return, we require a receipt or proof of purchase. Please do not send your purchase back to the manufacturer. There are certain situations where only partial refunds are granted (if applicable):

- Book with obvious signs of use
- CD, DVD, VHS tapes, software, video games, cassette tapes, or vinyl records that have been opened.
- Any item that is not in its original condition, is damaged, or is missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

### **Exchanges (if applicable)**

- We only replace items that are defective or damaged. If you need to exchange it for the same item, send us an email at [info@thebeecozy.com](mailto:info@thebeecozy.com) and send your item to us.

### **Refunds (if applicable)**

- Once your return is received and has been inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

- If you are approved, then your refund will be processed and a credit will automatically be applied to your credit card or original method of payment, within a certain number of days.

### **Late or missing refunds (if applicable)**

- If at length, you haven't received your refund, first check your bank account again.

- Then contact your credit card company. It may take some time before your refund is officially posted.

- Next contact your bank. There is often some processing time before a refund is posted.

- If you've done all of this and still have not yet received your refund, please contact us at [info@thebeecozy.com](mailto:info@thebeecozy.com)

### **Sale items (if applicable)**

- Only regularly priced items may be refunded. Unfortunately sale items cannot be refunded.

## **Return Policy of thebeecozy.com**

### **Gifts**

- If the returned item was marked as a gift when purchased and was shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.
- If the item wasn't marked as a gift when purchased, or if the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he/she will become aware of your return.

### **Shipping**

- To return your product, you must mail your product to us.
- You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- Depending on where you live, the time it takes for your exchanged product to reach you, may vary.
- If you are shipping a returned item over \$75.00 CAD, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

### **Cancellation Policy**

- Order contents (such as size, color, or quantity) cannot be changed once the order has been placed. Orders cannot be canceled or changed in any way once they have been submitted.
- Shipping information can only be edited within the first 12 hours after the order is placed.

### **Shipping Policy**

Orders will be processed within 3 days after the customer places their order online. In general, the estimated delivery time is 15 to 30 days after the order has been processed. Please note that the estimated time of delivery is a maximum. The order may reach you earlier, depending upon the routing and scheduling of the carrier. If a longer shipping period is anticipated, customers will be notified by email. If you have any further questions on the delivery time of your order, please do not hesitate to contact us at [info@thebeecozy.com](mailto:info@thebeecozy.com)

You should receive an email confirming your order shortly after you've placed it. If you do not receive any emails from us, please check your spam folder and see if you can locate it. This is especially important because if you haven't received the order confirmation email, you may not be able to receive any other important order-related emails from us either.

### **Shipping and Handling Fee**

- Shipping and handling are included in the price of each order.

## **Return Policy of thebeecozy.com**

### **Frequently Asked Questions (FAQ)**

#### ***What type of payments do you accept?***

- Our platform accepts PayPal and all major credit/debit cards.

#### ***Will my card be charged when I order?***

- All customers are charged when the purchase and payment are made successfully.

#### ***What type of currency will I be charged?***

- Currently, our platform accepts CAD.

#### ***Why is the currency shown different from what is being charged?***

- Our platform converts the currency from CAD to other currencies according to the location of customer browsing.

#### ***Can I apply more than one discount code to my order?***

- Unfortunately, no. Only one discount code can be applied to a single order.

#### ***Why was my discount code not applied to my order?***

1) Every discount code is unique. There is a specific time requirement for the discount code to be used.

2) The discount code can only be keyed in during the checkout process.

#### ***The item's price has dropped since I purchased it. Can I get reimbursed for the extra money I paid?***

- Unfortunately, no. The initial price will still apply, since there was no ongoing promotion at the time of purchase.

#### ***When I place an item in my cart or wish-list, is the item then reserved for any period of time?***

- Placing an item in your cart and/or wish list does not reserve the item. Available inventory is only assigned after you place your order. You will receive an email confirmation that we have received your order.

#### ***How can I remove the item from my cart or wish-list?***

- The item can be removed from the cart/wish-list before check-out or purchase confirmation.

## **Return Policy of thebeecozy.com**

### ***Do you have a customer service phone line that I can call?***

- Unfortunately, we do not have a phone line at the moment. We ask that all customer service inquiries be submitted by email to [info@thebeecozy.com](mailto:info@thebeecozy.com) so that we can better assist you.

### ***How long will it take for me to receive a reply to my inquiries?***

- Normally it takes 24 to 48 hours for Customer Service to reply, but feel free to send us a follow-up email just in case you haven't heard anything.

### ***When will my item's Tracking Number be available?***

- Tracking Numbers are usually available within 5 business days after the order has been processed. It may take up to another 7 days to obtain updated tracking information, depending upon the efficiency of our shipping partners. Tracking Numbers will be sent via email to our customers as they become available.

### ***My Tracking Number's status is showing "Not Found". Should I be worried?***

- No. In some cases, Tracking Numbers may take 3-7 days to get updated. Also, keep in mind that Tracking Numbers without updated information are not usually an indication of parcel inactivity. Most of the time it merely means that the shipping company did not update their system on time, even though the packages are being shipped within the usual time frame.

### ***How long should I wait for my item to be delivered?***

- All items (domestic or international orders) will take an estimated 15-30 days to be processed and delivered. Kindly also take note that in certain unforeseen circumstances (such as customs stops that result in additional delays), we will not be held liable. There will also be expected delays to all shipments during the holiday season, due to the heavy volumes of shipments that our shipping partners must handle. Additionally, there may be unexpected delays due to adverse weather conditions such as blizzards and/or natural disasters.

We are constantly working on improving our operation and shipping procedures with our shipping partners. We sincerely apologize to our customers if any inconvenience is caused in terms of the shipping time.

### ***Will my order come all in one package?***

- Different items take different lengths of time to be shipped and delivered due to a variety of reasons such as weight, dimensions, customs complications, and so on. Therefore, to speed things up for our customers, we sometimes ship their items out separately. It is perfectly normal to receive part of a multiple-item order first, and the rest later.

### ***Why did my order arrive without a battery?***

- Oftentimes we have to remove batteries or other sensitive components from an order to avoid customs complications during shipping. Sensitive components such as the battery, liquid, powdered

## **Return Policy of thebeecozy.com**

material (and so on) often get destroyed during delivery. Therefore, to protect your parcel, these components will be removed from your order before it proceeds to delivery.

### ***Will I be notified of my order's status?***

- Yes. You will receive a confirmation email after you have placed your order, and another when your order is shipped out.

### ***Am I entitled to a replacement if the item is damaged?***

- Yes. Upon receiving the damaged item, customers have 48 hours after the delivered date to request a replacement. If the item's defect is deemed valid, we will send a replacement to you.

### ***Why does my item look different from the advertisement?***

- Please bear in mind that the advertising photo may differ slightly from the actual item in terms of color, due to the lighting when the photo was taken and/or computer display settings.

### ***Are there any exceptions to my right to a refund?***

- Yes. Certain items are non-refundable under any circumstances. Once sold, returns will not be accepted. Examples of such item include toothbrushes, underwear, undergarments, and bras. We cannot re-sell these when they are returned, due to hygiene reasons.

### ***How do I cancel an order?***

- Order contents (such as size, color, or quantity) cannot be changed once the order has been placed. Orders cannot be canceled or changed in any way once they have been submitted.
- Shipping information only can be edited within the first 12 hours after you place the order.

### ***How long to I have to request a refund?***

- Our refund policy is good for 7 days. If 7 days have gone by after you have received the items, unfortunately we can't offer you a refund or an exchange.

### ***What is the address I should return my parcel to?***

- Please email your return address inquiry to [info@thebeecozy.com](mailto:info@thebeecozy.com) .

## **Contact Us**

Want to get in touch with us? Just provide us with the information below by emailing it to [info@thebeecozy.com](mailto:info@thebeecozy.com) and we'll get back to you ASAP:

- Name, email address, phone number, and the reason for your message.

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