BitBuggy's Return and Refund Policy

Version 1.0

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At BitBuggy, we strive to provide our customers with a seamless shopping experience and top-notch customer service. If for any reason you are not completely satisfied with your purchase, we offer a straightforward return and refund policy to ensure your peace of mind.

Timeframe for Returns:
You may initiate a return within 30 days of the purchase date.

Eligibility and Conditions for Returns:
- To be eligible for a return, your item must be unused, unopened, in the same condition that you received it, and in its original packaging.
- The product must be in resalable condition with all tags and labels attached.
- Proof of purchase (e.g., order confirmation, receipt) is required.
- Items that have been used, damaged, or altered in any way may not be eligible for return.
- Final sale items are not eligible for returns.

Refund Options:
- Full refund to the original payment method.
- Store credit or gift card for future purchases.
- Exchange for a different product or size.

How to Initiate a Return:
- To initiate a return, please contact our customer service team at [@email.com] to request authorization.
- Once your return request is approved, we will provide you with instructions on how to return an item.
- Customers are responsible for covering the cost of return shipping unless the return is due to an error on our part or a defective product.
- We recommend using a trackable shipping service and purchasing shipping insurance to ensure that your return is received safely.

Refund Process:
- Once your return is completed, it will take between 2-5 business days to be processed.

- Your refund is available for store credit or refunded to the credit card used when purchasing the item.
- You will be updated regarding the status of your refund.

Customer Responsibilities:
- Properly packaging and shipping returned products.
- Providing accurate information and documentation for returns.
- Adhering to the specified return process and timelines.

Policy Updates:
The Return and Refund Policy will be updated or revised periodically and will provide notice to customers of any changes.

Accessibility and Visibility:
The Return and Refund Policy is easily accessible to customers by including it on our website.