

Refund policy

Returns

Our policy lasts 15 days. If 15 days have gone by since your purchase, unfortunately, we can't offer you a refund or exchange.

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

To complete your return, we require a receipt or proof of purchase (email).

Email info@thebfrpros.com that you are looking to return your product. We will require a photo of the product.

Any item not in its original condition, is damaged or missing parts for reasons not due to our error

Any item that is returned more than 15 days after delivery.

Refunds (if applicable)

Once your return is received and 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 amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, 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 you still have not received your refund yet, please contact us at info@thebfrpros.com.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@thebfrpros.com and send your item to: 63 Prospect Street, 1 floor, Greenwich, CT 06830

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Shipping

To return your product, you should mail your product to: 63 Prospect Street, 1 floor, Greenwich, CT 06830

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 may take for your exchanged product to reach you may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Email us at info@thebfrpros.com if you have any questions. We want to make sure you are completely satisfied with your order! :)