

Refund Policy

Introduction

At BevEase, we strive to ensure that our customers are completely satisfied with their purchases. If for any reason you are not satisfied with your BevEase product, we offer a straightforward refund policy to address your concerns.

Eligibility for Refunds

To be eligible for a refund, please ensure the following conditions are met:

- **Time Frame:** The return request must be made within 30 days from the date of receiving your order.
- **Condition:** The item must be unused, in the same condition that you received it, and in its original packaging.
- **Proof of Purchase:** A receipt or proof of purchase is required to process your return.

How to Initiate a Return

To start the return process, please follow these steps:

- Go to your orders in your account.
- Click on **'Actions'** next to the relevant order.
- Select **'View'**.
- Scroll down to find the option to **start a return**.
- Choose a reason for your return from the provided list of options.
- Add any additional comments if needed.
- Attach any relevant media (photos or videos) to support your return request.
- Submit the return to start the refund process.

Once we receive your return request, you will be notified that:

Return requests are reviewed within 1–2 business days. Upon approval, you will receive return instructions. Once we receive and inspect the returned item, we will process your refund to the original payment method.

Please note:

As a small business, we're not quite there yet with offering free returns—but we're working on it! If you have any questions in the meantime, we're here to help!

Refund Processing

Once we receive your return, we will inspect the item and notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will automatically be applied to your original method of payment within 3–5 business days.

Late or Missing Refunds

If you haven't received a refund yet, please follow these steps:

1. **Check Your Bank Account:** Sometimes it takes a few days for a refund to be officially posted.
2. **Contact Your Credit Card Company:** It may take some time before your refund is officially posted.
3. **Contact Your Bank:** There is often some processing time before a refund is posted.
4. **Contact Us:** If you've done all of this and still have not received your refund, please contact us at contact@bevease.co.uk.

Exchanges

We only replace items if they are defective or damaged. If you need to exchange an item for the same product, please contact us at contact@bevease.co.uk.

Shipping Costs

- **Original Shipping Costs:** Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- **Return Shipping Costs:** You will be responsible for paying for your own shipping costs for returning your item, unless the item is faulty or we made an error with your order.

Contact Us

If you have any questions about our refund policy, please contact us:

- **Email:** contact@bevease.co.uk