



## **REFUND & RETURN POLICY**

If you are not completely satisfied with your [bemodoshop.com](https://bemodoshop.com) order, we offer a full refund within 30 days of receipt. Some restrictions may apply as defined in this document.

### **How do I get a Refund?**

To receive a refund on an order that has already been shipped to the customer, the customer must contact the Member Success Team at Bemodo at [membersuccess@bemodo.com](mailto:membersuccess@bemodo.com) within 30 days of having received the product. Please be aware that all Bemodo Bucks and commissions paid out to customers and affiliates based upon an order that is refunded will be withdrawn. Bemodo may require you to ship the product back to us at your expense.

### **My order is incorrect or damaged – how do I get a Replacement?**

If there is a problem with your order and you need a replacement, please contact our Member Success Team at [membersuccess@bemodo.com](mailto:membersuccess@bemodo.com) within 7 days of receiving the product. Please send any pictures or documentation that might be relevant to us helping you resolve the problem including your Member ID, Order number, pictures of the product with the issue, etc. Bemodo may ask that you return the items that need to be replaced.

### **I never received my order – now what?**

If you did not receive your order when expected first check with the carrier using the tracking number provided to you by the vendor or Bemodo. You should have received this tracking number with the notification that your order has shipped.

If the carrier does not have information that resolves the problem, please contact our Member Success Team at [membersuccess@bemodo.com](mailto:membersuccess@bemodo.com) within 15 days of the order being shipped.

### **How do I cancel my Order?**

If you wish to cancel your order, please contact our Member Success Team at [membersuccess@bemodo.com](mailto:membersuccess@bemodo.com) within 24-hours of placing your order. Due to the cycle time of most orders being shipped within 24-48 hours, we cannot guarantee that the order can be cancelled. If the order has already shipped, then the order falls under the REFUND section of this document.

### **What is Bemodo's Refund and Return Policy?**

- A. Products must be returned within 30 days of receipt to receive a refund.
- B. If there was a problem with your order, we will refund the entire purchase price plus any shipping fees or taxes that we charged you. You must notify us of the problem within 7 days of receipt of the product.
- C. Any refund request where you have changed your mind about the product will receive a refund for the product price and taxes but we will not refund any applicable shipping costs incurred by Bemodo.
- D. All refunds will be issued in the same form of payment and on the same account as the order was placed with initially. All refund will be processed within 3 business days of our Member Success department having received the request, however please allow up to 7 days for your financial institution to fully credit your account.
- E. All refunds are limited to the amount actually paid for the product (price less any discounts or coupons used to place the order).
- F. All items returned for a refund must be received by Bemodo in original condition – unopened, shrink-wrapped, original packaging.
- G. If Bemodo becomes aware of any intentional misuse or fraud by a person using their account, or anyone's account, on [www.bemodoshop.com](http://www.bemodoshop.com), Bemodo reserves the right to ban the person from further using the Bemodo Shop to purchase items. Further, Bemodo has the right to seek compensatory damages from said person for any costs, expenses, or fees borne by Bemodo due to the misuse or fraud committed by the person in the use of [www.bemodoshop.com](http://www.bemodoshop.com) or [www.bemodo.com](http://www.bemodo.com).
- H. Bemodo is not responsible for shipments damaged or lost by the carrier.
- I. Bemodo reserves the right to limit or deny any refund request for any reason.
- J. Porch Piracy – if you allow the delivery company to leave a package on your porch and it is lost or stolen, Bemodo is not at fault. We recommend that you always let a carrier know that porch delivery is not acceptable and that the package must be received by a person at your place of delivery.
- K. This policy is subject to change without notice.

***Bemodo appreciates your business and will try to resolve all problems and disputes. Please contact our Member Success Team at [membersuccess@bemodo.com](mailto:membersuccess@bemodo.com) if you are not completely satisfied with your experience shopping with Bemodo. Shop Happy!***