

Bear and Beyond - Return & Refund Policy

✉ Contact us: [Bearandbeyond25@yahoo.com](mailto: Bearandbeyond25@yahoo.com)

🕒 Effective from: [Insert Start Date]

1. Our Commitment to You

At Bear and Beyond, we specialise in crafting personalised gifts and custom clothing with care and attention to detail. Every item is made with love, and we want you to be completely satisfied with your purchase. That said, we understand that issues can sometimes arise, and we're here to help resolve them fairly and clearly.

2. Personalised Items

As all personalised products are made to order and customised specifically for you, we are **unable to accept returns or offer refunds** unless the item arrives:

- Damaged
- Defective
- Significantly different from what was ordered (e.g. wrong name, colour, design, size)

2.1 What Counts as a Valid Issue

You may be eligible for a refund or replacement if:

- You received the wrong name, colour, size, or design than was clearly specified in your order
- The product arrived damaged or defective
- There is a manufacturing error

2.2 What Is Not Covered

We cannot offer returns or refunds for personalised items if:

- You change your mind after ordering
- You made an error when placing the order (e.g. incorrect name spelling, size, or custom details)
- You're dissatisfied with the product due to personal preference

✅ *Please double-check all personalisation details before submitting your order.*

2.3 How to Report an Issue

If your personalised item meets the criteria above, please contact us within **7 days of receiving your order** at Beaandbeyond25@yahoo.com, including:

- Your order number
- A clear description of the issue
- Clear photos of the item showing the problem

Once we review your request and confirm the issue, we will offer either:

- A corrected replacement (at no cost to you)
- A full or partial refund, depending on the situation

3. Non-Personalised Clothing

We accept returns on **non-personalised clothing** within **14 days of receiving your order**, provided the item:

- Has not been worn, washed, or altered
- Is in its original packaging
- Has all original tags attached
- Is in resaleable condition

4. Exchanges (Non-Personalised Items Only)

We're happy to offer **exchanges on non-personalised clothing** if you need a different size, colour, or style.

4.1 How to Request an Exchange

To request an exchange, email Beaandbeyond25@yahoo.com within 14 days of delivery with:

- Your order number
- The item you wish to exchange
- The new size, colour, or style you'd like instead

We will confirm item availability and provide return instructions.

4.2 Shipping Information for Exchanges

- Customers are responsible for the cost of sending the original item back to us
- We will cover the cost of shipping the replacement item (for UK orders)
- For international orders, additional shipping charges may apply

5. How to Return a Non-Personalised Item

To start a return, email us at Beareandbeyond25@yahoo.com with:

- Your order number
- The reason for return

We'll send you return instructions. Please note:

- Return shipping costs are the customer's responsibility unless the return is due to an error on our part
- We recommend using a tracked postal service, as we are not liable for items lost in transit
- Once the return is received and inspected, a refund will be processed within **5-10 business days**

6. Refunds

Refunds will be issued to the **original payment method**. You will receive confirmation once the refund has been processed.

Please allow:

- **5-10 business days** for the refund to appear in your bank account (depending on your bank or card provider)

If you haven't received your refund after this time, please check with your bank before contacting us.

7. Cancellations

Orders for **personalised items cannot be cancelled or changed** once production has started (usually within 12-24 hours of placing the order).

If you ordered a **non-personalised item** and need to cancel, please contact us **as soon as possible**. If your order has already been shipped, we may not be able to cancel it.

8. Contact Us

We're always happy to help. For any questions or concerns regarding your order or this policy, please reach out to:

 Beareandbeyond25@yahoo.com