

Refund Policy for The Buz Box LLC

Effective Date: 10/16/2024

At The Buz Box LLC, we prioritize the quality and satisfaction of our customers. Due to the personal and sensitive nature of our adult products, we have a strict refund policy to maintain the highest standards of hygiene, safety, and regulatory compliance. Please review the following terms regarding returns, refunds, and defective items.

1. General Policy – No Returns or Exchanges

For the health and safety of our customers, all sales on adult products, including toys and accessories, are final. We do not accept returns or exchanges once an item has been purchased and delivered. This policy is in place to protect our customers from potential contamination and to comply with hygiene standards and regulations in the adult product industry.

2. Defective or Damaged Products

In the rare event that a product arrives damaged or defective, The Buz Box LLC will honor a replacement or refund under the following conditions:

- **Notification Period:** Customers must notify us of any defects or damage within 7 days of receiving the product. Notifications after this period may not be eligible for replacement or refund.
- **Proof of Defect:** We may require photographic or video evidence clearly showing the defect or damage. This information helps us process your claim and verify the issue with our suppliers.
- **Approval Process:** Upon receiving proof of defect, our team will review and verify the issue. If approved, we will initiate a replacement order or issue a refund for the defective item.

3. Refunds

Approved refunds will be issued based on the original payment method. Refunds may take up to 5-10 business days to appear on your statement, depending on your bank or credit card provider.

Please note:

- Refunds are limited to the item's purchase price, excluding shipping fees, unless the item was defective upon arrival.
- In some cases, additional documentation may be required to complete the refund process.

4. Exclusions and Limitations

The following circumstances are not eligible for refunds or replacements:

- Change of Mind: Due to the intimate nature of our products, we cannot process refunds for reasons such as change of mind or personal preference.
- Improper Use or Damage by Customer: Products damaged due to misuse, improper handling, or failure to follow usage instructions are not eligible for replacement or refund.
- Shipping Delays: We work with trusted third-party suppliers through Spocket; however, shipping times may vary. Shipping delays do not qualify for refunds.

5. Shipping and Return Process

In cases where a return is required (e.g., for inspection of a defective item):

- Return Authorization: Please do not send any products back without first obtaining return authorization from our customer service team at support@thebuzzbox.com.
- Shipping Responsibility: Unless otherwise agreed upon, customers are responsible for return shipping fees. For approved defective items, we may reimburse shipping costs if pre-approved by our support team.
- Returns for Inspection: If an item is returned for inspection and found to be non-defective, it will be returned to the customer at their expense.

6. Contact Us

For assistance with a defective item or to initiate a refund request, please contact our customer support team at support@thebuzzbox.com. Our team is here to help and will respond within 1-2 business days to guide you through the process.

Policy Changes

The Buz Box LLC reserves the right to update this Refund Policy at any time. Changes will be posted on this page with an updated effective date. Continued use of the Website and purchases indicate acceptance of any changes to this policy.