

Return, Exchange and Refund Policy for bead-dynasty-supplies.com

Effective Date: March 25, 2024

Thank you for shopping at Bead Dynasty Supplies Incorporated. This document governs all returns and exchanges of Bead Dynasty Supplies Inc.

("bead-dynasty-supplies.com") (as defined below). If, for any reason, you are not entirely satisfied with your purchase, we invite you to carefully review our Return, Exchange and Refund Policy. Bead Dynasty Supplies reserves the right to modify this Return, Exchange and Refund Policy in whole or in part at any time at its sole direction.

Definitions

For the purposes of this Return, Exchange and Refund Policy we establish the following definitions:

- "Products" means all products and services sold at bead-dynasty-supplies.com.
- "Customer" means end user customers that purchase directly from retailers, distributors or wholesalers.
- "Company" (referred to as either "the Company," "We," "Us," or "Our" in this Agreement) refers to Bead Dynasty Supplies Incorporated, 30 Bertrand Avenue, Unit A4, Toronto, Ontario, M1L 2P5.
- "Orders" refers to your request(s) to purchase a product from us.
- "Website" refers to Bead Dynasty Supplies Incorporated, accessible at bead-dynasty-supplies.com.
- "You" refers to the individual using our service, or the company, or legal entity on whose behalf such an individual is using the service, as applicable.

What's Bead Dynasty Supplies Inc. Return, Exchange and Refund Policy?

Please follow the return, exchange and refund processes below to proceed with your claim.

Return Policy

- To initiate a return request, please email us at beaddynasty@gmail.com as pre-authorized returns that meet the return policy criteria will need to be shipped to Bead Dynasty Supplies Inc., 30 Bertrand Avenue, Unit A4, Toronto, Ontario, M1L 2P5, Canada
- We have a **7 day return policy** for your return request that commences from the time you have received your item or had it delivered to you.
- The return of a purchase **must meet the following requirements** prior to being accepted back: The return request must be pre-authorized and received prior to the end of the 7 day return policy period. The purchased item(s) must be in the same condition that you have received it: undamaged, unworn, unused, unmodified, with original tags, bindings and / or packaging. You will also need to provide the receipt or proof of purchase for the order.
- Clearance, sale, custom orders, special orders, and cut chain products are final sales. These items are non-refundable and non-exchangeable.
- Only when your return request has been confirmed and pre-authorized, please ship back the item(s). Please Note: The customer will be solely responsible for the full cost of the return shipping and tracking (if applicable). We cannot be held responsible for items damaged or lost in transit, so please make sure you ask the shipping company for the proper tracking information when shipping your item(s)

for return. Returns sent back to us without a pre-authorization or confirmation within a return request will not be accepted.

- Please be aware that if your country of residence is not Canada, the shipping or receiving of your goods may experience delays.
- Once the return is within our possession and processed, we will refund you the amount for the returned item(s) to the same original method of payment used within 10 business days. Please note that it can take some time for your financial institution to process and post the refund.
- Please feel free to contact us for any questions at beaddynasty@gmail.com

Damages & Issues

If your purchase is received with defects, damage or issues, please follow the process for us to evaluate and resolve the issue.

- Upon receiving your order, please examine the item(s) and contact us immediately through email to notify us if the products appear to be damaged, defective, have issues or if you have an error with the received order.
- Please send us clear pictures attached to the email to show the product(s) and the area of the damage, defect or issue. Once we have received and examined the detailed information, we will provide the next steps to attain a resolution for you.
- If you would like to return the item, please follow the steps under the return policy.

- If you would like to exchange the item, we can arrange an in-store exchange or once we receive the returned unsatisfactory item(s), we can arrange for the replacement product to be re-shipped.
- To follow-up on the status of your exchange or for any other questions or inquiries, please contact us at: beaddynasty@gmail.com

Exchanges

Please note we only offer exchanges in-store. If you would like to exchange your item(s), we request you process this transaction within 7 days of purchase.