

# Refund & Return Policy

**Effective Date:** July 16, 2025

Thank you for shopping at **MyBellaRooh.com**! Below is our policy on returns, refunds, and exchanges.

## 1. Return Window

We accept returns within **30 days of delivery**. If 30 days have passed since your purchase, unfortunately, we can't offer you a refund or exchange.

## 2. Eligibility for Returns

To be eligible for a return:

- The item must be **unused, unwashed**, and in the **same condition** you received it.
- It must be in the **original packaging**, with tags attached if applicable.
- Proof of purchase (order number or receipt) is required.

**Non-returnable items include:**

- Reusable Pads
- Pad Mesh and Wet Bags

## 3. How to Start a Return

To request a return:

1. Email us at **broohoffice@gmail.com** with your order number and the item you wish to return.
2. We'll respond with return instructions.

3. Ship the item back using your preferred shipping method. (We recommend using a trackable service.)

Returns should be sent to:

**Bella Rooh - Returns**

P.O. Box 4081

Mankato, MN 56002

## 4. Who Pays for Return Shipping?

Unless the return is due to our error (e.g., wrong item sent or defective product), **customers are responsible for return shipping costs.**

## 5. Refunds

We only do refunds for damaged items, that are not caused by the customer.

## 6. Exchanges

If you need a different size or color, email us at **broohoffice@gmail.com** and we'll help arrange an exchange, subject to product availability. We do not guarantee that all items will be in stock at the time of the exchange request.

## 7. Damaged or Defective Items

If your item arrives damaged or defective, please contact us within **7 days of delivery**. Send photos of the product and packaging to **broohoffice@gmail.com** and we'll make it right—either through a replacement or a refund.

## 8. Late or Missing Refunds

If you haven't received your refund yet:

- Double-check your bank or credit card account.
- Contact your credit card company; it may take time before your refund is officially posted.
- If you've done all of this and still haven't received your refund, please contact us at **broohoffice@gmail.com**.

## 9. Questions?

We're here to help!

✉ Email us at: **broohoffice@gmail.com**

📦 Returns Address: **Bella Rooh – Returns, P.O. Box 4081, Mankato MN, 56002**