

REFUND POLICY

At Bebee.Asia, we strive to provide the best shopping experience for our customers. We understand that there may be occasions when you may need to return a product and request a refund. This Refund Policy outlines the conditions and process for obtaining a refund and explains how the funds will be refunded.

1. Eligibility for Refunds:

- To be eligible for a refund, you must have a valid proof of purchase (order number, invoice, or receipt).
- The product must be unused, undamaged, and in its original packaging.
- Refund requests must be made within 3 days from the date of purchase.

2. Refund Process:

- To initiate a refund, please contact our customer support team at bebeeapps@gmail.com or 011-31477226. Provide them with the necessary details, including your order number and reason for the refund.
- Our team will assess your request and guide you through the return process, if applicable.
- Once we receive the returned product and verify its condition, we will proceed with the refund.

3. Refund Methods:

- All refunds will be processed through the Bebee.Asia.
- The refunded amount will be credited to your original payment mode.

4. Refund Conditions:

- Full Refund: If the product is returned within the eligible timeframe and meets the required conditions, you will receive a full refund for the purchase price.
- Partial Refund: In some cases, a partial refund may be granted if the product is returned in a used or damaged condition, but still meets certain criteria.
- Non-Refundable Items: Certain products may be marked as non-refundable due to hygiene reasons or other specific considerations. Please check the product description or contact our customer support team for clarification.

5. Refund Exceptions:

- Customized or personalized products cannot be refunded unless they are defective or do not meet the agreed-upon specifications.

- Digital products, such as e-books or downloadable content, are non-refundable once they have been accessed or downloaded.

6. Refund Disputes:

- In the event of a dispute or disagreement regarding a refund, we encourage you to reach out to our customer support team to resolve the issue. We will make every effort to address your concerns fairly and efficiently.

Please note that this Refund Policy applies only to purchases made through Bebee.Asia. If you have made a purchase from one of our affiliated sellers or service providers, their respective refund policies may apply.

We reserve the right to update or modify this Refund Policy at any time without prior notice. It is your responsibility to review this policy periodically for any changes or updates.

If you have any further questions or need assistance regarding our refund policy, please do not hesitate to contact our customer support team.

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