



## RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it.

To initiate a return, contact us through our website at [www.boazz.com/contact](http://www.boazz.com/contact).

## REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment. Your refund may take up to 7 days to post.

## LATE OR MISSING REFUNDS

If you haven't received a refund within 7 business days, you may want to check with your bank or Credit Card Company prior to contacting **Bocce Assistant, LLC**. There is often some processing time before a refund is posted.

If you have already contacted your bank or Credit Card Company, please contact us at [customerservice@boazz.com](mailto:customerservice@boazz.com)

## EXCHANGES

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at [customerservice@boazz.com](mailto:customerservice@boazz.com). Bocce Assistant, LLC will send you packaging materials to return your Boazz in.

Once you receive the shipping materials, package your Boazz and send it to: **28730 Altessa Way, Unit 202, Bonita Springs, FL, 34135. Attention: Returns Department**



## SHIPPING COSTS

To return your product, you should mail your product to: 28730 Altessa Way, Unit 202, Bonita Springs, FL, 34135, United States.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

When shipping your Boazz , you should consider using a trackable shipping service or purchasing shipping insurance. Bocce Assistant, LLC does not guarantee that we will receive your returned item.