

BOLO Shopping Return Policy

Your trusted destination for premium fashion, quality, and service

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1 Overview

At BOLO Shopping, we want you to be completely satisfied with your purchase. Our Return Policy outlines the conditions under which you can return or exchange items, the process to follow, and the timelines for initiating a return. By placing an order, you agree to the terms outlined below.

2 Eligibility for Returns

To be eligible for a return or exchange, the following conditions must be met:

- The item must be returned within **30 days** from the date of delivery.
- The item must be unused, in its original condition, with all tags and packaging intact.
- The item must have been purchased directly from <https://boloshopping.com>.
- Proof of purchase (e.g., order confirmation email or invoice) must be provided.

Note: Certain items are non-returnable (see Section 6).

3 Return Process

To initiate a return, please follow these steps:

- **Contact Us:** Email our support team at support@bolo.com with your order number and reason for return.
- **Receive Return Authorization:** We will provide a Return Merchandise Authorization (RMA) number and shipping instructions.
- **Pack the Item:** Securely pack the item in its original packaging, including the RMA number.
- **Ship the Item:** Send the package to the provided return address using a trackable courier service.

Note: Customers are responsible for return shipping costs unless the item is defective or incorrect.

4 Refunds

Once your return is received and inspected (typically within **3–5 business days**), we will process your refund:

- Refunds will be issued to the original payment method.
- Original shipping charges are non-refundable.
- Refunds for defective or incorrect items may include return shipping costs, at our discretion.
- You will be notified via email once the refund is processed.

Note: Depending on your payment provider, it may take **5–10 business days** for the refund to appear in your account.

5 Exchanges

We offer exchanges for items of equal or lesser value, subject to availability:

- Follow the same return process to initiate an exchange.
- Specify the desired replacement item in your return request.
- If the replacement item is of lesser value, a refund for the difference will be issued.
- If the replacement item is of higher value, you will be invoiced for the difference.

6 Non-Returnable Items

The following items are not eligible for return or exchange:

- Customized or personalized products.
- Underwear, swimwear, or other intimate apparel (for hygiene reasons).
- Gift cards or promotional vouchers.
- Items marked as final sale or clearance.

7 Defective or Incorrect Items

If you receive a defective or incorrect item, please contact us within **7 days** of delivery:

- Email support@bolo.com with your order number and photos of the issue.
- We will provide a prepaid return label and process a replacement or refund upon receipt.

8 Contact Us

For any return-related questions, reach out to our support team:

- Email: support@bolo.com
- Website: <https://boloshopping.com/contact-us>