

Return and Refund Policy



PREPARED FOR

Purchaser / Client

PREPARED BY

B FREE Construction

Return and Refund Policy

Thanks for purchasing at B FREE Construction. We sincerely appreciate the opportunity to serve you. However, if you are unsatisfied with your purchase or have any queries, we are here to help you with that.

1. RETURN CRITERIA.

- (a) An item purchased must be returned at the customer's discretion within 14 calendar day(s) from the date of the purchase.
- (b) All returned items must be unused and in the same condition as they were at the time of purchase. Tampered items will not be accepted and, thus, must be refrained from being returned.
- (c) Items must be returned in original packaging only.
- (d) When returning a purchased item, the original receipt of the purchase transaction must be provided along with the item.
- (e) EXCLUDING:
 - i. Products such as all permanent items (built at or attached in any way to the site)
 - ii. Custom requested items are not eligible for the Return Policy.

2. REFUND AND SHIPPING TERMS.

- (a) Upon the successful return of the product, B FREE Construction shall notify of the refund status after scrutiny.
- (b) The customer is responsible for the shipping cost, which is not covered by the Refund Policy and will not be reimbursed by the Company.
- (c) However, if B FREE Construction makes a delivery mistake or error, all charges, including the total cost of purchase and shipping charges, will be refunded to the customer within 16 day(s) of notice of the issue.
- (d) A refund shall only be expected upon the condition of the item returned.
- (e) The refunded amount shall be credited to the customer's registered account within 16 calendar day(s) of reporting the issue.

If you have any further doubts or queries, please contact us at graham.bedell@bfreeconstruction.com. We look forward to the continued opportunity to provide you with our exceptional services.