

# Book Besties

## Return Policy

*Effective Date: May 9, 2025*

We want every Book Besties order to bring a little joy to your doorstep. If something isn't right with your order, we're here to help. Please read our return policy below so you know what to expect.

### **Blind Date with a Book — All Sales Final**

The magic of a blind date with a book is in the mystery and once that mystery is wrapped up and on its way to you, we're unable to accept returns or exchanges. By purchasing a blind date package, you acknowledge that all sales are final.

We do our best to curate selections based on any genre or preference hints listed in the product description, but we cannot guarantee a specific title or author.

Please note that books included in our blind date packages and curated boxes may be new or gently used. All gently used books are carefully inspected to ensure they are in good, readable condition before being selected for inclusion. By purchasing, you acknowledge and accept that your book may be a pre-owned copy.

That said, if your package arrives damaged or there is an issue with your order, please reach out and we'll do our best to make it right.

### **Damaged or Defective Items**

If any item in your order arrives damaged, defective, or incorrect, please contact us within 7 days of delivery. To help us resolve the issue quickly, please include:

- Your order number
- A brief description of the issue
- A photo of the damaged or incorrect item

Return shipping costs are the responsibility of the customer unless the return is due to our error or a defective product.

Once we receive and inspect the returned item, we will issue store credit or a refund to your original payment method within 5–7 business days.

### **Lost or Missing Packages**

Once your order has been handed off to the carrier, Book Besties is not responsible for lost, stolen, or delayed packages. If your tracking shows your package was delivered but you haven't received it, we recommend checking with neighbors and your local post office first.

If you believe your package is truly lost, please contact us, and we will do our best to help you navigate the situation with the carrier.

### **How to Start a Return**

To request a return or report an issue with your order, please email us within 7 days of delivery at:

*Bookbesties931@gmail.com*

Please include your order number and a description of the issue. We typically respond within 1–2 business days.

### **Contact Us**

Questions about your order or our return policy? We'd love to hear from you:

### **Book Besties**

Cranston, Rhode Island

*Email:* [bookbesties931@gmail.com](mailto:bookbesties931@gmail.com)

*Website:* [www.bookbesties931.com](http://www.bookbesties931.com)

*Thank you for shopping with Book Besties!* 