

BrightGoods Inc. – Customer Service Inquiries Log

Date Range: March 1–April 10, 2025

[March 3, 2025]

Customer: Jamie T.

Inquiry: I bought a hoodie two weeks ago but the size is off. Can I exchange it for a medium?

Response: Yes! Exchanges for size or color are accepted within 30 days of delivery. Please visit your account and follow the steps under 'Return/Exchange' to initiate the process.

[March 4, 2025]

Customer: Luis R.

Inquiry: My package arrived with a broken mug. What do I do now?

Response: We're sorry to hear that. Please email us photos of the damaged mug along with your order number within 7 days of delivery. We'll ship a replacement or offer a full refund.

[March 6, 2025]

Customer: Rina G.

Inquiry: Can I return an item if I already washed it?

Response: Unfortunately, washed or used items are not eligible for return. Items must be in original condition and unwashed.

[March 10, 2025]

Customer: Darren C.

Inquiry: I got a pair of shoes during the winter sale — can I still return them?

Response: If the shoes were marked *Final Sale*, they are not eligible for return. Please check your receipt or the product listing for the sale status.

[March 12, 2025]

Customer: Meg L.

Inquiry: I ordered from Europe. Can I return something?

Response: Yes, international customers can return items, but return shipping is the customer's responsibility. Duties and original shipping fees are non-refundable.

[March 20, 2025]

Customer: Pat H.

Inquiry: I tried to return something but missed the 30-day window. Anything I can do?

Response: Returns outside of the 30-day window are typically not accepted. However, feel free to reach out to our support team — in some cases, exceptions may be made.

[April 1, 2025]

Customer: Selena W.

Inquiry: I paid with a card I no longer use. How will I get my refund?

Response: If the original payment method is no longer valid, we'll issue a BrightGoods Store Credit instead of a refund to the card.

[April 8, 2025]

Customer: Greg D.

Inquiry: Are gift cards returnable if they're unused?

Response: Gift cards are non-returnable and non-refundable, even if unused.

[April 10, 2025]

Customer: Linda F.

Inquiry: Do you extend the return period during holidays? I bought something in December.

Response: Yes! Items purchased between November 15 and December 25 are returnable through January 31 of the following year, as long as they meet our regular return conditions.