

BrightGoods Inc. – Returns, Refunds & Exchanges Policy

Effective Date: January 1, 2025

Last Revised: March 15, 2025

At BrightGoods Inc., customer satisfaction is our top priority. We understand that sometimes, a product may not meet your expectations. Please review our return, refund, and exchange policies below to better understand your options.

1. General Return Policy

We accept returns for most items within **30 days** of delivery, provided the item is in **original condition** and accompanied by proof of purchase. Returned items must be unused, unwashed, and in their original packaging.

- Items returned without original packaging may be subject to a **15% restocking fee**.
- Products marked as *Final Sale* are **not eligible** for return or exchange.

2. Return Method Options

Customers can return items via:

- **Prepaid shipping label** provided by BrightGoods
- **In-store return** at any of our retail locations

Customers returning items by mail must ship the return within **7 business days** of receiving the return authorization email.

3. Refund Eligibility & Processing

- Approved refunds are issued to the **original method of payment** within **5–10 business days** after we receive and inspect the return.
- If your original method of payment is no longer valid, a **BrightGoods Store Credit** will be issued.
- Shipping charges are **non-refundable** unless the return is due to a BrightGoods error.

4. Exchanges

- Exchanges are accepted for **different sizes or colors** of the same item.
- If the desired item is out of stock, a refund will be issued instead.
- Exchanges must be initiated within **30 days** of delivery.

5. Defective or Damaged Items

If you receive a defective or damaged item:

- Contact our support team within **7 days of delivery**.
- Include photos and your order number in your email.
- We will send a replacement or issue a refund at no additional cost.

6. Exceptions & Non-Returnable Items

The following items are **non-returnable**:

- Gift cards
- Personalized/customized items
- Perishable goods (e.g., food, plants)
- Opened health and hygiene products (e.g., toothbrushes, underwear)

7. Holiday Return Extensions

Items purchased between **November 15 and December 25** are eligible for return through **January 31** of the following year, provided all other conditions are met.

8. International Returns

International customers are responsible for return shipping. Duties, taxes, and original shipping fees are **non-refundable**.

9. How to Initiate a Return

To initiate a return:

1. Log into your BrightGoods account.
2. Select the order you wish to return.
3. Follow the prompts to request a return authorization.
4. Choose your return method.

For further assistance, please contact support@brightgoods.example or call 1-800-BRIGHT-1.

We reserve the right to update this policy at any time. Please review the latest version on our website before initiating a return.

Thank you for shopping with BrightGoods Inc.