

International Returns AND EXCHANGE

You can return your package using a label from Your Orders.

Returns

You can return items fulfilled by BGS Store within 30 days of receipt of delivery in Your Orders.

For information on how to return an item, Reach out too our customer support for help

For damaged, defective, or broken

item,Reach out too us on WhatsApp

International Return Methods

BGS Store offers you a variety of ways to return your item fulfilled by BGS:

- * UPS drop off: Customers shipping from <https://www.bestglobalseller.store> to Canada may have the option to return their purchase using a prepaid UPS drop-off label. Find a convenient UPS drop-off location at <https://www.ups.com/dropoff>
- * DHL Express drop off: Drop-off services at convenient locations (available in select countries). Find a DHL drop-off location at <https://locator.dhl.com>
- * DHL Express pickup: Pickup services at the location, time, and place most convenient for you (available in select countries).
- * Return label provided at your own expense: We'll automatically refund up to \$25 for return postage costs on receipt of the item, depending on country.

You can stay on top of your returns by tracking them in Your Orders. To learn more, go to Track your Return.

About DHL Express Pickup

When you select this pickup option in Your order, you'll receive a confirmation email with return instructions. 30 minutes after creating your return through the Returns Center, visit MyDHL+ to schedule your preferred place, date, and time.

To schedule your pickup over the phone, go to DHL for a list of country-specific phone numbers.

About Return Labels Provided at Your Own Expense

If your return postage exceeds the value of the automatic refund issued by BGS, contact Customer Service to request a refund of the remaining postage cost. If you return a defective, damaged, or incorrect item, we will refund the full postage cost and the Import Fees Deposit when your return is processed.

Returns to Third-Party Sellers

When you order from a seller that fulfills and ships their own inventory, your return is sent back to the seller instead of <https://www.bestglobalseller.store>.

BGS Store Returns Policy

Items shipped from <https://www.bestglobalseller.store>, including BGS Warehouse, can be returned within 30 days of delivery, with some exceptions:

- * For information about products that can't be returned Visit our customer support.
- * To determine if a product sold by <https://www.bestglobalseller.store> has a longer return timeline, locate the product type below. If the product type isn't listed or doesn't state another returns time frame, our standard 30-day return policy applies.
- * If you have already received a refund and are expected to return the item, you can create a return request. For more information about how to create a returns request speak too one of our customer support. You will be charged if an item that is expected to be returned is not sent back to us.
- * If the item has already been sent back to us and you have received an email asking you return it or have been charged for item, we will reverse the charge as soon as the return is processed by us. It might take additional time for your financial institution to make funds available in your account.
- * To prevent and detect fraud and abuse, in some circumstances BGS Store may require additional information and documentation from you, such as a government-issued photo identification, to consider processing a return or providing a refund or replacement. All personal information you provide will be handled in accordance with our Privacy Notice.