

## Return and Refund Policy

Last updated: January 1, 2024

Thank you for shopping at Belu Echo.

If, for any reason, you are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that you purchased with us.

# Interpretation and Definitions

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## Interpretation

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

## Definitions

For the purposes of this Return and Refund Policy:

**Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to The Bleu Closet LLC, 1319 Military Cutoff Rd Wilmington NC 28405 Suite cc #310.

**Goods** refer to the items offered for sale on the Service.

**Orders** mean a request by You to purchase Goods from Us.

**Service** refers to the Website.

**Website** refers to Belu Echo, accessible from [bleuechoshop.com](http://bleuechoshop.com)

**You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

# Conditions for Returns

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We have a 10-day return policy on new with tag items, which means items must be returned to us *within* 10 days after you receive it .

To be eligible for a return, your new item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the return receipt.

In order for the Goods to be eligible for a return, please make sure you complete the following;

You must contact Bleu Echo at [shopbleuecho@gmail.com](mailto:shopbleuecho@gmail.com). If your return is sent to us without first requesting a return it will not be accepted. Return shipping is at the expense of the shipper.

You can always contact us for any return question at [shopbleuecho@gmail.com](mailto:shopbleuecho@gmail.com)

- The Goods were purchased in the last 7 days
- The Goods were not used or damaged
- The Goods were not sale, clearance or repurposed items.
- The Goods are returned to us *within* 10 days

**The following Goods cannot be returned:**

- The supply of Goods made to your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.
- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.
- Certain types of items cannot be returned, custom products (such as special orders or personalized items), and personal care goods (such as beauty products or undergarments). Please get in touch if you have questions or concerns about your specific item.
- The supply of Goods was repurposed Bleu 'forget-me-knots', on sale, or clearance items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

Only regular priced Goods may be refunded or returned. Unfortunately, goods on sale, clearance or repurposed items cannot be refunded. This exclusion may not apply to you if it is not permitted by applicable law.

## Returning Goods

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You are responsible for the cost and risk of returning the Goods to Us. You should send the Goods to the following address: 1319 Military Cutoff Rd Wilmington NC 28405 Suite cc #310

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, we recommend an insured and trackable mail service. DO NOT send signature verified. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

## Damages & other issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

## Exchanges

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If you need to exchange a product for the same one, contact us. Please note that we only replace Goods you received wrong sizing, defective or damaged. We only replace goods clearly marked as new, never worn with tags. The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

## Refunds

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We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

# Contact Us

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If you have any questions about our Returns and Refunds Policy, please contact us:

By email: [shopbleuecho@gmail.com](mailto:shopbleuecho@gmail.com)