

Returns & Damages Policy

1. Ownership & Liability of Orders

1.1 All goods ordered through B27 will carry the manufacturer's warranty and associated risk of ordered goods until the point of the order being handed-over to the customer. All damages, theft, or disappearance of goods post-delivery of the order will be the responsibility of the customer who placed the order with B27.

1.2 B27 holds no liability for accidental or mistaken orders through the B27 orders portal. If items unintended are ordered, a return request can be made to B27 after delivery of the order. A collection fee will be issued for any collection of returns. Returns or replacements are not provided for any product that has been opened/unsealed.

2. Returns & Damaged Goods

2.1 In the event a return is requested, the customer will be required to log a request with B27, provide photos of the stock, an eligible copy of the signed invoice, and provide a reason for the return. It is as the discretion of B27 to accept or reject a returns request.

2.2 In the event goods are damaged (damaged packaging, damaged goods, leaking, and tears present), the customer has the right to reject the order upon receipt and request either company credit or replacement of the damaged goods.