

# Return Policy



## Returns & Refunds

Our returns team aims to make your experience as easy and seamless as possible. Items can be returned within 60 days from purchase date. Items must be returned in original packaging with all accessories included. If packaging is not available, your item cannot be processed for a return.

If you wish to make a return, please contact us to receive a return form. Returns made without a form may experience a delay in process.

Rest assured, you'll never be charged a restocking fee for your return! A one-time Courtesy Replacement can be offered if available in our inventory.

All items purchased directly through [bestchoiceproducts.com](https://bestchoiceproducts.com) are eligible for free return shipping. Products purchased through a marketplace partner (i.e. Walmart, Amazon) are subject to that marketplace's return policy. Although companies with storefront locations sell our items online, our items cannot be returned in store.



## Damaged or Defective Items

We do our best to cover you when things don't go as planned. If you receive an item that is damaged or defective, please contact our customer support team within 60 days to assist with a refund or an exact replacement, if the item is currently available. Images of the damaged/defective product are sometimes required. In most cases, we will ask for these items to be returned to our facilities, but we will assist with the return and shipping costs.