

Returns and Exchanges:

Our return and exchange policy lasts 14 days. If 14 days have passed since your product stated delivery date by a designated shipping company, unfortunately we cannot offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept products that are intimate or sanitary goods, hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

- Gift cards
- Downloadable software products
- Some health and personal care items (earrings)

To complete your return, we require a receipt or proof of purchase.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment. Your bank or financial institution may some time to process your credit.

Late or missing refunds (if applicable)

If you have not received a refund within the time expected after checking your bank or credit card account, please contact your credit card company or other financial institution, as the credit may take some time before your refund is officially posted.

There is often some processing time before a refund is posted. If you have done all of the above and you still have not received your refund, please contact us at info@blusrainbow.com.

****Sale items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, please email us at info@blusrainbow.com and send your item to: Blu's Rainbow, 425 Marshall Ave., Suite 113, St. Louis, MO 63119.

Shipping

To return your product, you should mail your product to: Blu's Rainbow, 425 Marshall Ave., Suite 113, St. Louis, MO 63119.

*****Please note, you will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.***

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are returning an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.