BBoutique.co — Terms and Conditions

IMPORTANT: PLEASE READ THIS AGREEMENT CAREFULLY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, BY USING THE SERVICES, YOU ARE AGREEING TO RESOLVE DISPUTES WITH US THROUGH BINDING, INDIVIDUAL ARBITRATION AND ARE WAIVING YOUR RIGHT TO A TRIAL BY JURY AND YOUR RIGHT TO PARTICIPATE IN A CLASS ACTION, COLLECTIVE ACTION, PRIVATE ATTORNEY GENERAL ACTION, OR OTHER REPRESENTATIVE PROCEEDING OF ANY KIND. PLEASE READ THE DISPUTE RESOLUTION SECTION (SECTION 16) BELOW FOR FULL DETAILS.

BBoutique is owned and operated by Bellesa Enterprises Inc., a Canadian company governed by the laws of Canada, and its subsidiary, Bellesa Enterprises US Inc.

For the avoidance of doubt any reference to "us," "we," or "our" in these Terms refers to Bellesa Enterprises Inc. and/or Bellesa Enterprises US Inc., as applicable, and any reference to "you" or "your" refers to the customer as a user of the website or purchaser of products.

It is a condition of a user accessing and reading the BBoutique website ("the Website(s)") that Bellesa Enterprises Inc. disclaims all warranties in respect of the same whether express or implied in relation to the material published on the Website. Your statutory rights as a consumer are not affected.

This page (together with our Privacy Policy, Payment, Shipping and Returns Policies) tells you information about Bellesa Enterprises Inc. and the legal terms and conditions on which we sell any of the products listed on the Website.

These Terms will apply to any contract between us for the sale of products to yourself. Please read these Terms carefully and make sure that you understand them, before ordering any products from the Website. By placing any order, you will have agreed to these Terms. If you refuse to accept these Terms, you should not order any products from the Website.

We reserve the right to amend these Terms from time to time. Every time you wish to place an order you should check these Terms to ensure you understand the terms which will apply at that time. Your continued use of the Website following the posting of any changes constitutes your acceptance of those changes.

These terms were last updated on November 17, 2026.

1. Age of Consent

By placing an order on the Website, you declare that you are of the appropriate legal age to purchase the items. The Website is intended solely for users who are of legal age of majority in their place of residence. If we discover that you are not of legal age to order certain goods, we reserve the right to cancel your order.

2. Contract Formation

All orders made by you through the Website are subject to acceptance and availability. We may choose not to accept your order for any reason.

Prices of products are correct at the time of entering information; however, we reserve the right to change prices without prior notice.

Only when Bellesa Enterprises Inc. accepts the Order by sending you a confirmation email that your order has been created will a contract have been created between yourself and Bellesa Enterprises Inc.

3. Cancellation

If you are an EU or UK consumer, you have the legal right, under the Consumer Protection (Distance Selling) Regulations of 2000 to cancel your order within fourteen (14) working days following receipt of the goods or the date on which we begun the provision of services. Refunds for orders cancelled under the provisions of the Consumer Protection (Distance Selling) Regulations will be processed in accordance with your legal rights.

Regional returns policies will apply, please see our Returns Policy for more information.

4. Email Marketing

Information relating to the Bellesa Enterprises Inc. email marketing sent to customers can be found in our Privacy Policy.

5. Mobile Terms of Service

Bellesa SMS/MMS Service

The Bellesa mobile message service (the "Service") is operated by Bellesa Enterprises Inc. ("Bellesa," "we," or "us"). Your use of the Service constitutes your agreement to these terms and conditions ("Mobile Terms"). We may modify or cancel the Service or any of its features without notice. To the extent permitted by applicable law, we may also modify these Mobile Terms at any time and your continued use of the Service following the effective date of any such changes shall constitute your acceptance of such changes.

By consenting to Bellesa's SMS/text messaging service, you agree to receive recurring SMS/text messages from and on behalf of Bellesa through your wireless provider to the mobile number you provided, even if your mobile number is registered on any state or federal Do Not Call list. Text messages may be sent using an automatic telephone dialing system or other technology. Service-related messages may include updates, alerts, and information (e.g., order updates, account alerts, etc.). Promotional messages may include promotions, discounts, product launches, giveaways, and other marketing offers (e.g., cart reminders).

You understand that you do not have to sign up for this program in order to make any purchases, and your consent is not a condition of any purchase with Bellesa. Your participation in this program is completely voluntary.

We do not charge for the Service, but you are responsible for all charges and fees associated with text messaging imposed by your wireless provider. Message frequency varies. Message and data rates may apply. Check your mobile plan and contact your wireless provider for details.

Program Disclosure and Call-to-Action Standards

At each point of enrollment, we clearly disclose the program name, a brief description of message content, that messages are recurring and automated, that message and data rates may apply, how to obtain help, how to stop messages, and links to our Terms and Privacy Policy adjacent to the call-to-action. Participation is voluntary, and consent is not required for any purchase.

Opt-In Confirmation Message

After you sign up, you will receive a confirmation text identifying our program, message frequency, "message and data rates may apply," opt-out instructions, and customer-care contact information.

Opt-Out Instructions

You may opt-out of the Service at any time. Text the single keyword command STOP to 82564 or click the unsubscribe link (where available) in any text message to cancel. We also honor standard variants including END, CANCEL, UNSUBSCRIBE, and QUIT. You will receive a one-time opt-out confirmation text message. No further messages will be sent to your mobile device for that program, unless initiated by you.

Help Requests

For Service support or assistance, text HELP to 82564 or email care@bellesa.co. We will respond with program identification, support contact details, and opt-out instructions.

Consent Record Keeping

We maintain verifiable records of consent — phone number, consent method, timestamp, source URL or form, and the specific campaign/program — to comply with industry and carrier requirements.

Cart Reminders and Similar Notifications

If you have provided consent for cart or browse reminders, we send no more than one cart reminder SMS per shopping event within 48 hours. These messages clearly identify the program, include a link relevant to the shopping session, and provide opt-out instructions.

Age Verification and Content Standards

Where content is age-restricted, we require age confirmation at opt-in and operate our messaging program in compliance with CTIA SHAFT content standards. Users must be of legal age in their jurisdiction to receive any adult-themed material.

URL and Link Integrity

We do not use deceptive or public shared URL shorteners. Any shortened links are on domains owned or controlled by Bellesa and clearly identify our brand.

Privacy and Data Security (Mobile)

Our Privacy Policy is accessible at or near each messaging call-to-action and within confirmation messages. We apply reasonable administrative, technical, and physical safeguards to protect messaging data.

We will not share your opt-in to an SMS campaign with any third party for purposes unrelated to providing you with the services of that campaign. We may share your Personal Data, including your SMS opt-in or consent status, with third parties that help us provide our messaging services, including but not limited to platform providers, phone companies, and any other vendors who assist us in the delivery of text messages.

Program Changes and Number Transitions

We may change any short code or telephone number we use to operate the Service and will notify enrolled subscribers in advance, identifying the program, the new sending number, opt-out instructions, and support contact information.

List Integrity and Suppression Practices

We do not buy, sell, rent, or share opt-in lists. We maintain suppression lists, honor opt-outs across channels, and process carrier deactivation data to minimize messaging to reassigned numbers.

Multiple Opt-Out Channels

In addition to SMS, you may withdraw consent by emailing care@bellesa.co or contacting our customer-care team; we will promptly honor all opt-out requests regardless of channel.

Limitation of Liability (Mobile)

To the extent permitted by applicable law, we are not liable for failed, delayed, or misdirected delivery of messages, any errors in content, and/or any action you may or may not take in reliance on the Service.

You agree to provide us with a valid mobile number. If you get a new mobile number, you will need to sign up for the program with your new number.

6. Privacy

Our Privacy Policy explains how we collect, use and store your personal information, including who we may share it with; how long we keep it; the circumstances in which we, or others, may contact you (including sending you advertising and marketing messages); and the rights you have in relation to your personal information.

We also use cookies or similar technologies to store certain types of information each time you use our site. You can find out more information about how we use cookies and other similar technologies in our Privacy Policy.

7. Fraud Prevention

Bellesa Enterprises Inc. takes fraud very seriously and we do everything in our power to prevent fraud from occurring. If false or inaccurate information is provided and fraud is identified, details will be passed on to fraud prevention agencies.

Bellesa Enterprises Inc. has fraud prevention software services that we use in order to prevent fraudulent purchases and practices, these are in place to protect both the customer and Bellesa Enterprises Inc.

8. Use of Internet Bots

We only permit the use of low-impact software applications that run automated scripts (internet bots) on the Websites which comply with our current bot policy and for which we have given permission ("Permitted Bots"). All other internet bots are unauthorized bots and are not permitted to be used on any of our Websites.

Bellesa Enterprises Inc. employs sophisticated and best-practice fraud and bot prevention solutions. Bellesa Enterprises Inc. reserves the right to block any unauthorized bots from our websites (either ourselves and/or through third parties such as security fraud prevention services), and to immediately suspend or close any accounts which we reasonably suspect of using unauthorized bots.

Users agree to indemnify us against all losses, costs and expenses that Bellesa Enterprises Inc. incurs in connection with the breach of these rules relating to the use of internet bots on the Websites.

9. Copyright

Any material found within the pages of the Websites, including, but not limited to text or images are the property of Bellesa Enterprises Inc. and may not be copied, reproduced, republished, downloaded, posted, broadcast or transmitted in any way except for your own personal non-commercial use. You hereby agree not to adapt, alter or create any derivative work from any of the material contained in this site.

10. User Conduct

You agree to use the Website only for lawful purposes, and in a manner which does not infringe the rights of, or restrict or inhibit the use and enjoyment of this site by any third party. Without limiting the foregoing, you agree not to:

- Use the Website in any manner that could damage, disable, overburden, or impair the Website or interfere with any other party's use;
- Attempt to gain unauthorized access to the Website or any systems or networks connected thereto through hacking, password mining, or any other means;
- Create user accounts by automated means or under false or fraudulent pretenses;
- Make any purchases using a fraudulent method of payment;
- Transmit any viruses, worms, defects, Trojan horses, or any items of a destructive nature;
- Upload, post, email, or transmit any content that is unlawful, harmful, threatening, abusive, harassing, defamatory, obscene, or otherwise objectionable;
- Use any robot, spider, or other automated device to monitor or copy any content from the Website without our prior written consent;
- Impersonate another person or entity, or falsify any attributions or proprietary notices;
- Use the Website for any commercial purpose other than your personal purchases.

11. Disclaimer of Warranties

BELLESA ENTERPRISES INC. PROVIDES THE WEBSITE ON AN "AS IS" AND "AS AVAILABLE" BASIS, WITHOUT ANY WARRANTY OR CONDITION, EXPRESS OR IMPLIED. TO THE FULL EXTENT PERMISSIBLE UNDER APPLICABLE LAW, BELLESA SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

WE DO NOT GUARANTEE THE ACCURACY, RELIABILITY, CURRENCY, OR COMPLETENESS OF THE INFORMATION ON THE WEBSITE, INCLUDING PRICES, PRODUCT IMAGES, DESCRIPTIONS, SPECIFICATIONS, AND INDICATIONS OF AVAILABILITY. WE RESERVE THE RIGHT TO CHANGE OR UPDATE INFORMATION AND TO CORRECT ERRORS, INACCURACIES, OR OMISSIONS AT ANY TIME WITHOUT PRIOR NOTICE.

This disclaimer does not affect your statutory rights in relation to the provision of goods.

12. Limitation of Liability

IN NO EVENT SHALL BELLESA ENTERPRISES INC., ITS AFFILIATES, SUBSIDIARIES, OR THEIR RESPECTIVE EMPLOYEES, AGENTS, DIRECTORS, OFFICERS, AND

SHAREHOLDERS (COLLECTIVELY, THE "COMPANY PARTIES") BE LIABLE FOR ANY LOST OR CORRUPTED DATA, LOST PROFITS, OR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, OR CONSEQUENTIAL DAMAGES, HOWEVER ARISING, INCLUDING NEGLIGENCE.

TO THE FULL EXTENT PERMISSIBLE UNDER APPLICABLE LAW, THE COMPANY PARTIES' COLLECTIVE AGGREGATE LIABILITY TO YOU OR ANY THIRD PARTY IN ANY CIRCUMSTANCE IS LIMITED TO THE LESSER OF (A) THE AGGREGATE OF ALL AMOUNTS PAID BY YOU TO US FOR PRODUCTS DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE FIRST CLAIM OR (B) ONE HUNDRED U.S. DOLLARS ($100.00 USD).

Some jurisdictions may not allow the exclusion or limitation of certain damages, so the above exclusions shall only apply to the extent permissible under applicable law.

We do not in any way exclude or limit our liability for: (a) death or personal injury caused by our negligence; (b) fraud or fraudulent misrepresentation; (c) any breach of the terms implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession); (d) any breach of the terms implied by sections 13 to 15 of the Sale of Goods Act 1979 (description, satisfactory quality, fitness for purpose and samples); (e) defective products under the Consumer Protection Act 1987; and (f) any protections afforded by FTC consumer protection.

13. Indemnification

Except to the extent prohibited under applicable law, you agree to indemnify and hold Bellesa Enterprises Inc. and its past, present, and future parent, affiliates, and subsidiaries, together with each of its and their respective employees, agents, directors, officers, shareholders, service providers, contractors, successors, and assigns (collectively, the "Indemnified Parties") harmless from and against any and all claims, demands, actions, liabilities, losses, damages, penalties, fines, settlements, costs, and expenses (including reasonable attorneys' fees and costs) arising out of or in connection with:

(a) Your use or misuse of the Website or the Services or any goods and services available or purchased on or through the Website;

(b) Your breach or alleged breach of any term of these Terms, our Privacy Policy, or any other policy posted on the Website;

(c) Your violation of any law, rule, regulation, or the rights of any third party; or

(d) Any content or information you submit, post, or transmit through the Website.

14. Termination

You agree that Bellesa Enterprises Inc., in its sole discretion and without prior notice or liability to you, may issue a warning, temporarily suspend, indefinitely suspend, or terminate your account for any reason. We may also retain, delete, or store data associated with your use of

the Website in our discretion. In the event of termination of your account, we have no further obligations to you.

These Terms are effective unless and until terminated by either you or us. You may terminate these Terms at any time by discontinuing your use of the Website.

15. Governing Law

For users located in Canada, these Terms are governed by the laws of the Province of Quebec and the federal laws of Canada applicable therein, without regard to conflict of law provisions. Nothing in these Terms shall deprive a Canadian consumer of the protection afforded by the mandatory provisions of the consumer protection laws of their province of residence.

For users located in the United States or any jurisdiction outside of Canada, these Terms shall be governed by and construed in accordance with the laws of the State of New York and applicable United States federal law, without regard to conflict of law provisions, subject to the arbitration provisions in Section 16.

16. Dispute Resolution

Applicability: This Section 16 applies to all users located in the United States or who access the Website from the United States. For users in Canada, disputes shall be resolved in accordance with Section 15 and applicable provincial consumer protection legislation. If any provision of this Section 16 is found unenforceable as to a particular user, that user's disputes shall be resolved under the governing law provisions of Section 15.

16(A). Pre-Dispute Notification and Good-Faith Negotiation

In the event of any controversy, dispute, demand, count, claim, or cause of action arising out of or in any way related to these Terms (including the Mobile Terms), the Privacy Policy, or the Website or any products purchased therefrom (a "Dispute"), one party must first send a written notice of the Dispute to the other party by email with a delivery receipt requested (a "Notice"). A Notice to Bellesa must be sent to: legal@bboutique.co. The Notice must describe the nature and basis of the Dispute and set forth the specific relief sought (the "Demand"). The parties shall first meet and confer by such method as the parties may mutually agree, to attempt to resolve the Dispute. The parties shall work together in good faith to attempt to resolve the Dispute directly for thirty (30) days after the Notice is received, or such further period as the parties may mutually agree. In the event that the Dispute is not resolved by the end of such thirty (30) day (or longer) period, then either party may commence arbitration as further described below.

16(B). Binding Arbitration

If the parties are unable to resolve a Dispute through the good-faith negotiation procedure set forth in Section 16(A), then you and Bellesa agree that such Dispute will be resolved by binding

arbitration. Arbitration is less formal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, may allow for more limited discovery than in court, and can be subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award.

This agreement to arbitrate Disputes includes all claims arising out of or in any way related to these Terms (including the Mobile Terms), the Privacy Policy, and your receipt of text messages or email messages from Bellesa or its service providers, whether based in contract, tort, statute, fraud, misrepresentation, or any other legal theory, and regardless of when a claim arises.

YOU UNDERSTAND AND AGREE THAT, BY AGREEING TO THESE TERMS, YOU AND BELLESA ARE EACH WAIVING THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION.

16(C). Exceptions to Arbitration

Notwithstanding subsection (B) above, nothing in these Terms will be deemed to waive, preclude, or otherwise limit the right of either party to: (i) seek injunctive relief in aid of arbitration from a court of competent jurisdiction; or (ii) file suit on an individual basis in small claims court for applicable claims within the court's jurisdictional limits.

16(D). Arbitration Process

Unless otherwise agreed upon by the parties in writing, the arbitration will be conducted before one arbitrator in New York, New York or by video conference (at the claimant's election), and will be governed by the National Arbitration and Mediation ("NAM") Comprehensive Dispute Resolution Rules and Procedures (the "NAM Rules"), as may be modified by these Terms. The NAM Rules and filing forms are available online at www.namadr.com, by calling NAM at 1-800-358-2550, or by contacting Bellesa. The arbitrator has exclusive authority to resolve any dispute relating to the interpretation, applicability, or enforceability of this binding arbitration agreement. In the event that any Dispute is held not to be arbitrable, each party consents to the exclusive jurisdiction of the state or federal courts located in New York County, New York.

16(E). Arbitration Fees and Awards

If you commence arbitration in accordance with this Section 16, you will pay the Initial Administrative Fee in accordance with NAM's then-applicable fee schedule. If the claim is for $15,000 or less, you may elect for the arbitration to be conducted solely on the basis of documents submitted to the arbitrator. If the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all fees will be governed by the NAM Rules, and you agree to reimburse us for all monies we previously paid to NAM. Regardless of the manner in which the arbitration is conducted, the arbitrator must issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the decision and award, if any, are based.

Each party agrees that such written decision, and information exchanged during arbitration, will be kept confidential except as may be required by law or to the extent necessary to enforce or permit limited judicial review of the award. The arbitrator may award any individual relief or individual remedies that are permitted by applicable law.

16(F). Class Action Waiver

TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, YOU AND BELLESA AGREE THAT ANY CLAIMS BROUGHT AGAINST THE OTHER MUST BE BROUGHT IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, COLLECTIVE, CONSOLIDATED, PRIVATE ATTORNEY GENERAL, OR REPRESENTATIVE PROCEEDING. THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS AND MAY NOT OTHERWISE PRESIDE OVER ANY FORM OF A REPRESENTATIVE OR CLASS PROCEEDING, AND MAY NOT AWARD CLASS-WIDE RELIEF.

16(G). Severability of Dispute Resolution Provisions

In the event that the class action waiver in Section 16(F) above is found to be unenforceable for any reason, the remainder of this Section 16 (Dispute Resolution) shall also be unenforceable.

Except as set forth in the preceding sentence, if any provision of this Section 16 is found by a court of competent jurisdiction to be invalid or unenforceable, that provision will be severed and the remaining provisions will remain in full force and effect.

17. External Websites

As a convenience for BBoutique customers, our website includes links to other websites or material which are beyond our control. Bellesa Enterprises Inc. is not responsible for the content of external websites linked on the Websites.

18. Force Majeure

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under a contract that is caused by a force majeure event. A force majeure event means any act or event beyond our reasonable control such as, but not limited to, strikes or industrial action by third parties, civil commotion, riot, invasion, terrorist attacks, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic, pandemic or other natural disaster ("Event").

If an Event takes place that affects the performance of our obligations under a contract: (a) we will contact you as soon as reasonably possible to notify you; and (b) our obligations under a contract will be suspended and the time for performance of our obligations will be extended for the duration of the Event.

You may cancel a contract affected by an Event. To cancel, please contact our customer services team and we will refund the price you have paid, including any delivery charges.

19. Additional Terms

We may transfer our rights and obligations under a contract to another organization, but this will not affect your rights or our obligations under these Terms.

You may only transfer your rights or your obligations under these Terms to another person if Bellesa Enterprises Inc. agrees in writing.

These Terms are agreed between you and us. No other person shall have any rights to enforce any of its Terms.

Each of the clauses within these Terms operates separately. If any court or relevant authority decides that any of the clauses are unlawful or unenforceable, then the remaining paragraphs will remain in full force and effect. Except for the class action waiver set forth in Section 16(F), if any provision of these Terms is found invalid or unenforceable, then that provision will be construed in a manner consistent with applicable laws to reflect, as nearly as possible, the original intentions of the parties.

The failure or delay of Bellesa Enterprises Inc. to exercise any right, power or remedy provided under these Terms or otherwise available shall not constitute a waiver by Bellesa Enterprises Inc. of its right to exercise any such right, power, or remedy.

These Terms, together with our Privacy Policy, the Mobile Terms, Shipping Policy, and Returns Policy constitute the entire agreement between you and Bellesa Enterprises Inc. with respect to the Website.

20. Shipping

The carrier and shipping method used for your order is dependent on the shipping method you select at checkout. Taxes will be charged depending on your state or province's regulations.

Discreet Packaging

Bellesa Enterprises Inc. cares about your privacy so we ship everything in plain brown boxes, manila envelopes or bubble mailers with no company branding or logos visible.

Missing or Lost Parcels

Bellesa Enterprises Inc. is not responsible for the reimbursement, replacement, or re-shipment of parcels that are deemed missing or lost. Each parcel receives a tracking number and you can file a claim with the carrier.

Incorrect Addresses

Please ensure you have provided us with the correct address. Your address is copied exactly as provided onto your shipping label. Bellesa Enterprises Inc. is not responsible for misdirected packages as a result of incorrect information being input on the order page. We cannot change or update an address once the item is in transit.

If the carrier does not deliver an order and it is returned to us, we will re-ship the order at no additional cost if the order is being re-sent to an address located in the US or Canada. The new shipment will only be sent out when the tracking link indicates the original order has been returned to us. The order cannot be reimbursed.

For customers located outside of the US or Canada, a gift card will be issued for the cost of the order.

International Orders

Any duties or customs on international orders will be the responsibility of the receiver. Please be aware of any laws in your area which could affect the timely delivery of your order. We are not responsible for items that the authorities confiscate. We cannot be held accountable for items that are considered illegal in your place of residence.

In the event of a package being returned due to improper address or inability to deliver, there may be an additional charge to have the package re-shipped.

21. Returns

At Bellesa Enterprises Inc., we want you to experiment and have fun. Part of our mandate is to help you make an informed decision before you buy by providing great product descriptions, measurements and photos. Please read all product descriptions, ingredient lists, and measurements carefully before you buy and feel free to contact us with any product related questions if you are unsure about your selection. We are unable to cancel and refund orders after they have been processed.

Because of the intimate nature of our products, we are unable to accept returns or exchanges on products purchased.

We ask you to check all products immediately upon receiving them to ensure that everything is in good working order and that you have received exactly what you ordered. If you find a manufacturer defect in any product we sell, we will replace it with the same item.

All toys purchased through BBoutique are covered by a one-year limited warranty against manufacturing defects, beginning on the date of delivery. This warranty applies to all toys regardless of brand.

The warranty covers manufacturing defects under normal use and does not cover damage resulting from misuse, accidental damage, improper care, or normal wear and tear.

This warranty is provided in addition to, and does not limit, any rights or remedies available to consumers under applicable law.

A defective product will include, but is not limited to, the following issues: won't charge, damage to external shell, won't turn on or off, won't change modes. Once confirmed defective, the care team will initiate the replacement process.

To replace a defective item: Please send an email to care@bellesa.co with your six-digit order number and a video illustrating the defective product. If a video cannot be submitted over e-mail, you may send it through our social media channels. The customer care team will determine if the product is defective at their discretion.

Replacements for items in stock will ship within 5 business days. Replacements for items on pre-order will ship according to our team's advisement. Customers are entitled to swap a defective item on pre-order for another item as determined by our team but will otherwise be sent the same item. Defective items are not eligible for refunds.

If a replacement item is defective, you will be issued a store credit.

22. Order Cancellation

Please be advised that once payment has been processed, an order cannot be cancelled.

23. Customer Complaint Policy and Procedures

This policy and procedure applies to complaints received by Bellesa Enterprises Inc. and Bellesa Enterprises US Inc., hereinafter referred to as Bellesa, as it relates to the use of products and services on bboutique.co and bplus.co, to ensure prompt and efficient handling and resolution.

a. Guiding Principles

- It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible.
- Review of complaints is fair, impartial and respectful to all parties.
- Complainants are provided clear and understandable reasons for decisions made relating to complaints.
- Complaints are used to assist in improving services, policies and procedures.

b. Defining a Complaint

In this policy, a complaint means an expression of dissatisfaction by a customer relating to products and/or services provided by Bellesa on bboutique.co and bplus.co.

c. Complaint Receipt and Handling

A complaint may only be received in writing, either by emailing or using the contact form on the websites. If a customer calls to make a complaint they will be directed to follow up over email, so that all complaints may be documented. When a complaint is received, the customer support team will determine who is the best person to handle it. The complainant's name, phone number, email address, order or subscription information, and nature of the complaint is recorded.

d. Resolving the Complaint

Complaints are to be resolved in a timely fashion. Complaints related to purchases will be resolved within 10 business days by the appropriate party. Complaints related to employees will be handled by the Vice President of Customer Experience, who will inform the complainant of the timeline for resolution. Complaints related to the Vice President of Customer Experience will be handled by the CEO.

e. Documenting the Complaint

All complaints are recorded, and records will include the complainant's name and contact information, which will be kept private, along with the date of complaint. The record will also include the details of the complaint, the actions taken to resolve the complaint, and the outcome. As part of our improvement plan, complaints will be reviewed by management to identify trends and improve our processes to mitigate further issues.

Contact Information

Bellesa Enterprises Inc.

3800 Saint Patrick, Montreal, QC. H4E1A4

Email: care@bboutique.co

Legal: legal@bboutique.co