

SHIPPING INFORMATION

I. DISCREET BILLING AND SHIPPING

At Bellesa (collectively with “BBoutique”, and includes “we”, “our” or “us”), we take your privacy seriously and always use neutral, discreet packaging.

Bellesa sends orders in industry standard unmarked boxes with a sender address that says BBoutique on the outside label, without any indication of its contents.

Your credit card statement will simply show “BBoutique” next to your purchase.

If you need to make a change to your mailing and/or billing address, just [log in](#) to your Bellesa account. If you have already placed your order and need to make a change to your address details, please contact us at care@bellesa.co ASAP so we can be sure to ship your goodies to the right place!

If you don't have a user account with us, or need assistance updating your information, feel free to reach out to us directly at care@bellesa.co.

II. PAYMENT

When placing an order with Bellesa at our BBoutique, we accept the following payment methods: Visa, MasterCard or Paypal.

All of the products at BBoutique are currently shown and charged in US Dollars (USD). If you're Canadian, when you place your order, your credit card will be charged the amount in USD, which will be converted into CAD by your credit card company when it appears on your statement, based on that day's exchange rate.

If you create an account with Bellesa and make a purchase, you can opt to save your credit card information in your account in order to make future checkouts quick and easy for you. You can remove this credit card from your account at any time.

Bellesa does not share credit card details with any unauthorized third parties.

Online purchase transactions will be charged to your credit card at the time you submit your order. However, the transaction will only be processed after we have verified your card details, received credit authorization and confirmed stock availability. You will be informed by email if we are unable to complete your order for any reason.

View our [Privacy Policy](#) for more details.

III. EXPECTED DELIVERY TIME

At this time, all orders will be shipped to the United States and Canada via Canada Post. Standard shipping is around 4-7 business days (excluding statutory holidays).

Orders received before 12 PM EST from Monday-Friday will be shipped out the same day. Orders received after 12 PM EST Monday-Friday will be shipped out the following business day. Please note that these times may vary in the case of holiday closures. Estimated shipping arrival times are available to you by logging in to your user account and accessing your tracking info.

If you need your order in a hurry, contact care@bellesa.co and we'll see what we can do to help!

Please note that we are not responsible for any delays of your package, related to the courier/shipping company delays, natural disasters/acts of God.

IV. TRACKING YOUR ORDER

You can track your order progress easily by logging in to your Bellesa account and clicking on the tab that says Order History.

Once your order is placed and verified, we will e-mail you an order confirmation with your order number.

We will send you an email with the tracking details once your order has been shipped out. You don't need to have a Bellesa account to receive this tracking email. Your tracking details will be sent to the email you provide during the checkout process.

If you placed an order with us over 24 business hours ago and still haven't received your order confirmation and/or tracking number, please contact us at care@bellesa.co.

RETURNS & EXCHANGES POLICY

You deserve to be 100% satisfied, bb.

We're committed to your pleasure and to making your shopping experience at BBoutique better with every visit.

Please note:

Shipping charges will only be refunded in cases where our error caused the return.

Pre-authorization is required for all returns and exchanges. Email us at care@bellesa.co in order to receive your return authorization number (“RA Number”) from us. Packages received without an RA Number will be shipped back to the sender.

I. RETURNS & EXCHANGES

For health and hygienic reasons, and due to the intimate nature of our products, we are not able to accept returns and exchanges for merchandise unless it is defective. 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
- Parts missing (e.g. charging cable)

However, if you think your item is damaged for another reason, or if you're unhappy with your purchase and want to further discuss with us, we encourage our bb's to reach out to us directly at care@bellesa.co.

II. DAMAGES

If upon receipt of your delivery you find that the box has been damaged or opened, or its contents are missing, please ensure that you take a photograph of the damaged packaging and email it to care@bellesa.co, along with your purchase invoice.

Once we verify the damage, we will send you a RA Number. You will then receive your replacement item within 30 days of the receipt and inspection of your damaged item(s).

III. 100% SATISFACTION

At Bellesa, we're committed to your satisfaction and of course, to your pleasure. If you try a product from BBoutique and aren't Ohhhh so pleased with it, **contact our pleasure gurus at care@bellesa.co**! We want to hear about your experience, so we can continuously improve our products and services for the next time you shop at BBoutique.

IV. WARRANTY

Bellesa offers a one (1) year warranty from the original purchase date on all rechargeable and battery-powered items purchased on BBoutique.co.

The warranty is valid against defects that are due to faulty workmanship or materials. It does not cover damages due to improper use or any use not indicated by the toy's user care manual.

If you discover a defect and notify Bellesa during the warranty period (email: care@bellesa.co), Bellesa will, at its discretion, replace the pleasure object free of charge. If the item in question is discontinued or unavailable, Bellesa will offer a store credit or replacement item of equal value.