

# Refunds and Returns.

Thanks for your purchase from Blush Book Box

**By purchasing a product from Blush Book Box, you as the consumer are responsible for reading our policies before purchasing any item.**

***“Can I get a refund?”***

Refunds are only available if the product is not as described and not because you changed your mind.

***“What if my item is damaged?”***

If you receive your Blush Book Box and any merchandise item/s is damaged, we can offer a replacement of these items but only if we still have some in stock. If none are left then a refund on the cost of the merchandise will be organised. As proof of damage, we kindly ask that you provide us with photos of the damaged item/s, the box, the order number, and the shipping label.

If your book within your Blush Book Box is damaged, we will try our best to replace it for you if we have any left. In the instance that we cannot replace your book, we will put in a claim through the postal service and refund you what we are able to recover. To lodge this claim we will require you to provide photos of the book, the box, the order number, and the shipping label.

If a replacement is able to be done, we may ask you to destroy or damage the book before we send out a replacement. Please do not damage the book until we have confirmed a replacement with you. We also may ask for further photos to confirm this has been done.

***Damaged book guidelines:***

What we DO NOT classify as damaged:

- Small scratches, marks, or residue on the book
- Small creases on the top or bottom of the book
- Minimal creasing on the top or bottom of the book spine/cover
- Wavy pages

What we DO classify as damaged:

- Any rip visible on the book larger than 1cm
- Marks on the front or spine that cannot be removed
- Damaged pages that affect the text in the book

– Anything else that deems the book unreadable

*“I have changed my mind, can I return my box?”*

Unfortunately, we cannot process a return for a change of mind.

### **Flipping?**

This issue is complicated. Blush Book Box does not believe we have the right to dictate what you do with your property, once purchased the box and its contents become your property. However, if it comes to our attention that someone is circumventing the system and is found to be purchasing multiple copies for re-sale we reserve the right to cancel any pending boxes or orders and you will be banned from purchasing from us indefinitely. We do not want customers who genuinely read and collect our books to miss out.

**For any refund or replacement inquiries please send an email to [admin@blushbookbox.com](mailto:admin@blushbookbox.com) with your order number, name, photos of the product, and photos of the shipping label and the box**