



BERA Shipping & Returns Policy

At **BERA**, we are committed to providing you with the best possible shopping experience. If you are not fully satisfied with your purchase, we offer a flexible return policy to ensure your satisfaction.

Shipping Policy

1. **Order Processing:** All orders are processed within [1-3] business days after your order is placed. Orders are not shipped or delivered on weekends or holidays.
2. **Shipping Rates & Delivery Times:** Shipping charges and estimated delivery times for your order will be calculated and displayed at checkout. We offer standard and expedited shipping options.
3. **Shipping Confirmation & Tracking:** Once your order has shipped, you will receive a shipping confirmation email with tracking information, so you can follow your package's progress.
4. **International Shipping:** We currently do not offer international shipping.

Returns & Refunds Policy

We want you to be happy with your purchase from BERA! If you are not completely satisfied, we offer a simple and flexible return policy:

1. **Full Refund Within 30 Days**

- **Eligibility:** Products may be returned for a full refund within 30 days of purchase, no questions asked.
- **Conditions:** This applies to both opened and unopened products. You will receive a full refund to your original payment method.

2. How to Initiate a Return

- **Contact Us:** To start the return process, please contact our Customer Support Team at support@bera.global or +1 (309) BERA-NOW (237-2669). Please provide your order number and details of the product(s) you wish to return.
- **Return Shipping:** Customers are responsible for return shipping costs unless the return is due to a product defect or shipping error.
- **Return Address:** Once your return is approved, we will provide the return address.

3. Processing Time

- Once we receive your returned item(s), please allow [5-7] business days for us to process your refund. Refunds will be credited back to your original payment method.
- You will receive an email confirmation once your return has been processed.

Exchanges

At this time, we do not offer direct exchanges. If you wish to exchange a product, please return it for a refund (following the guidelines above) and place a new order for the desired item.

Damaged or Defective Items

If your product arrives damaged or defective, please contact us within [7 days] of receiving your order. We will work with you to resolve the issue promptly, including replacing the item or offering a full refund.

Additional Information

- **Non-Refundable Fees:** Shipping charges are non-refundable, except in cases of product defect or shipping error.
- **Questions?:** If you have any questions about our Shipping & Returns Policy, please don't hesitate to reach out to us at support@bera.global or +1 (309) BERA-NOW (237-2669). We're here to help!

Thank you for choosing BERA! We appreciate your trust and are dedicated to making your experience a positive one.