

## Return and Refund Policy

Updated on 2024-02-15

### Definitions and key terms

- To help explain things as clearly as possible in this Return and Refund Policy, whenever any of these terms are referred to, they are strictly defined as:
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- -Company: When this policy mentions "Company," "we," "us," "us," or "our," it refers to Golden Bites, which is responsible for your information under this Return and Refund Policy.
- -Platform: Golden Bites' Internet website, web application or public-facing digital application.
- -Customer: means the company, organization or individual who registers to use the Golden Bites Service to manage relationships with its consumers or users of the service.
- -Device: any device connected to the Internet, such as a phone, tablet, computer or any other device that can be used to visit Golden Bites and use the Services.
- -Service: refers to the service provided by Golden Bites as described in the relative terms (if available) and on this platform.
- -Website: the Golden Bites website, which can be accessed through this URL: <https://goldenbites.com.co/>
- -You: a person or entity that is registered with Golden Bites to use the Services.

### Return and Refund Policy

Thank you for shopping at Golden Bites. We appreciate the fact that you enjoy buying the things we build. We also want to make sure you have a rewarding experience as you browse, evaluate and purchase our products.

As with any shopping experience, there are terms and conditions that apply to transactions at Golden Bites. We will be as brief as our lawyers allow. The main thing to remember is that by placing an order or making a purchase at Golden Bites, you agree to the terms set forth below along with the Golden Bites Privacy Policy.

If there are any problems with the product you purchased, or if you are not satisfied with it, you have 1 week to issue a refund and return the item.



If you wish to return a product, the only way would be to follow the following guidelines:

- The product must be in the package we shipped in the first place.
- The product must be free of damage, if we find any damage on the product we will cancel your refund immediately.

## **Refunds**

At Golden Bites we are committed to serving our customers with the best products. Every product you choose is thoroughly inspected, checked for defects and packaged with the utmost care. We do this to make sure you fall in love with our products.

Unfortunately, there are times when we may not have the products you choose in stock or we may have some problems with our inventory and quality control. In such cases, we may have to cancel your order. You will be informed about this in advance so that you do not have to worry unnecessarily about your order. If you have purchased by online payment (not cash on delivery), you will be refunded once our team confirms your order.

We perform a thorough quality control before processing the ordered item. We take the utmost care in packing the product. At the same time, we make sure the packing is good so that the items will not be damaged during transportation. Please note that Golden Bites is not responsible for any damage caused to the items during transit or transportation.

We will review your returned product as soon as we receive it and if it follows the above guidelines, we will proceed to issue a refund of your purchase. Your refund may take a couple of days to process, but you will be notified upon receipt of your money.

## **Shipping**

Golden Bites is not responsible for return shipping costs. Each shipping must be paid by the customer, even if the item had free shipping in the first place, the customer must pay the shipping in return.

## **Your consent**

By using our platform, registering an account or making a purchase, you hereby accept our Return and Refund Policy and agree to its terms.



## **Changes to our Return and Refund Policy**

We may update, amend or make changes to this document to accurately reflect our Service and our policies. Unless otherwise required by law, those changes will be prominently posted here. Thereafter, if you continue to use the Service, you will be subject to the updated Return and Refund Policy. If you do not wish to accept this or any updated Return and Refund Policy, you may delete your account.

## **Contact us at**

If for any reason you are not completely satisfied with any of the goods or services we provide, please feel free to contact us and we will discuss any of the problems you are experiencing with our product.

- Through e-mail: [comercial@setasdoradas.com](mailto:comercial@setasdoradas.com)
- Through the telephone number: +573142398635
- Through this link: <https://goldenbites.com.co/>

