

Order Cancellation:

Once the order has confirmed, PayPal will charge commission. Following PayPal's new policy, PayPal will not refund. Due to the reasons above, we will only refund product fee for you.

Because of COVID-19 outbreak, the shipping cost has increased. Customers in the following countries, please don't shop at our website. Please [contact sales](#). If you still shop via our platform, we will cancel your order, refund compulsorily and charge the processing fee. Russia, Australia, Brazil and Greece.

INTERNATIONAL SHIPPING:

- Buy online for acceptable countries transaction,As shown [here](#).
- International buyers are responsible for the following costs of international shipping:
 1. shipping cost (be charged by Our Company)
 2. **import DUTIES and TAXES (be charged by Custom in your country)****NOTE: we don't charge the duties and taxes IN ADVANCE.**
- International shipping cost is NEVER refundable for any reason. Please understand this.

Shipment

1. Items will be shipped within 5 business days after receive order. Please note: Do not include holiday and weekend.
2. Buy more items and SAVE on combined shipping. Please contact us for your order.
3. The item will be shipped with tracking number, and you should receive an email notification with the tracking number included.
4. All item shipping via Global Express or EMS, Usually takes 4-7 days for delivery.

Payment

1. We accept PayPal ONLY.
 2. Please leave your phone along with the payment if possible, as it will accelerate the delivery.
 3. Please provide the postal code if there was.
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Our Returns Policies

Bplus offer returns within **30 days** of receipt of shipment. Returns should be contact to our sales team. All of the items sold on Bplus web shop follow our general returns policies.

Seller Returns Policies

If you have questions before you place an order about a seller's return policy, please check with our sales team. Shipping and handling charges for returning items shipped back to seller are borne by the buyer. Items valued at over \$80 must be returned to the seller with a trackable shipping service.

When you ship please leave a message in box when you return.

- 1) Name
- 2) Address
- 3) Tel
- 4) Invoice Number
- 5) Order date
- 6) Contact Person

Note: If a package doesn't arrive and you don't use a trackable method to return, Bplus may not be able to refund.

About Refunds

When you return an item, how your refund is issued may differ based on how long you've had the item, and how the item was purchased.

How to Refunds

Most refunds are issued based on the payment method used at the time of purchase. You will still need to return your items within 30 days.

Payment Method	Refund Method	Refund Time (After Return is Received)
PayPal System	Refund to PayPal	7-9 business days for it to display on your credit card statement.
Via Bank Transfer	Refund to Bank	10-15 business days(include bank business day)

Requirements for Refund

- Items must be in new condition
- Items must be returned with all original packaging and accessories

Refunds & Restocking Fees

If You Return	You'll Receive
Items in original condition past the return window	80% of the item's price
Items that are damaged, missing parts or not it the original condition	50% of the item's price
Items that are non-normal working condition	0% of the item's price

The return windows are 30 days after delivery.

To check the return windows please contact to sales@bplus.com.tw or contact with sales person that you order from.

Bplus Warranty Policy

Bplus offer warranty within 1 year. All of the items sold on Bplus web shop follow our general warranty policies.

Purchasing within 1 year	Customer are responsible for the freight shipping back and forth, free fix
Purchasing over 1 year	Customer are responsible for the freight shipping back and forth, plus the fixing fee
