

## Item Returns Policy

### Eligibility for Returns

- Returns are accepted within 03 days of delivery or pick up by the customer, returns beyond the given time will not be accommodated.
- Returns will be accepted only if returned as delivered, in original condition (Box damage and product damage will not be accepted as returnable.)
- Stock products sold that are used for testing purposes are not considered returnable and must be done at the expense of the customer or consumer.

### Return Process

- To initiate a return, please contact our customer service team.
- Inform to our customer support because You will need a return approval before sending your item back.
- Return transport costs are the responsibility of the customer, except for defective items.
- This process can take two to three hours as we need to check the item according to the return conditions.
- The Item is eligible for our return policy; a refund will be proceeded within 7 working days.

### Damaged or Defective Items

- If you receive a damaged or defective item, please contact the customer support immediately with photos of the damage and your order details.
- For any questions or issues related to returns, please contact our customer support team.



**B2U.LK**  
Innovation Solutions for a Smart Tech Future