



# COCOGOODS EXCHANGE AND REFUND POLICY

It's really important to us that our customers are happy with their purchase. If you are at all unhappy, we will exchange your product, credit your account or refund your purchase. Please read our policy below and feel free to reach out to us with any questions.

Click here to download our returns and exchange form

## LATE OF MISSING DELIVERED ORDERS

If your item does not arrive, please email us via our contact form or at [info@cocogoodsco.com](mailto:info@cocogoodsco.com)

Messaging any of our social media or social media influencers will likely result in the message not getting to us and we may not be able to resolve the issue. If your item dose not arrive, we can look into it and resolve the issue by:

1. Updating you on imminent delivery.
2. Replacing your undelivered item
3. Refunding your order including shipping

## RETURNS

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it.

## REFUNDS

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

916 Pleasant Street, Suite 22, Norwood MA 02062

Email: [info@cocogoodsco.com](mailto:info@cocogoodsco.com) – Phone: (833) CocoGoods | (833) 262-6466

Website: [www.cocogoodsco.com](http://www.cocogoodsco.com)







### **Late or missing refunds**

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at [info@cocogoodsco.com](mailto:info@cocogoodsco.com).

### **EXCHANGES**

We only replace items if they are not damaged or have not been worn.

### **SHIPPING**

To return your product, you should mail your product to: 916 Pleasant Street, Suite 22, Norwood MA 02062 USA. The address is also on our printable label with our returns and exchange form.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over £50, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

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## Return Form

Package your item securely, fill in the below form and detach the bottom half to use as an address label. Make sure you obtain proof of posting for your package. We recommend you use recorder delivery - We cannot be held accountable for any item going missing in the post so this will protect you against the loss of items

Items can be returned in their original condition within 30 days of receiving your order. Exchanges apply to any item and size

Name:	
Address:	
Phone:	
E-mail:	

Order Date	Order Number

Product Code	QTY	Description	Size	Refund (please check)	Reason	Exchange (please check)	New Product Code

Ship to:

LQC Inc. - CocoGoodsCo  
916 Pleasant Street, Suite 22  
Norwood MA 02062 USA

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