



## Shipping & Returns

**BASSORY**

## **HOW DOES DELIVERY TAKE PLACE**

After ordering the product(s) on ewadara.com, Bassory TheBrand prepares the order and forwards it to ewadara.com for shipment within a time frame ranging from one to four weeks in total depending on the product, the delivery area and the period (regular period, sales period, holiday period).

The preparation of your order is done with care by the hands of the team. Bassory TheBrand being inclined towards digitalization puts you several elements with QR Code transporting you in its universe and also allowing you to have several information on your product(s).

## **HOW TO MAKE A RETURN**

You have 30 days from the date of shipment of your order to return your completed purchase. Items must retain all labels and be in perfect condition.

To return the product you must contact ewadara.com and notify the reason for the return at this address [customer.service@ewadara.com](mailto:customer.service@ewadara.com).

A digital return form will be included in the packaging via a QR code card. The form must be filled in online before the return. If you do not keep the original packaging, you can return your order in another packaging, provided that it is well sealed to avoid loss of items.

After receiving the product(s), we will either replace the product(s) or refund your money (the choice will be made on the return form).

The replacement of the product(s) will be done within one to four weeks from the reception of the product(s) and according to your location (the time frame for the Ivory Coast being the shortest).