

Returns Policy

We are sorry that you are not satisfied with the item you purchased, please notify us within 3 days of receiving the item. For some luxury items, you only have 24 hours from receiving the item to notify us if the item you received is damaged and requires a return. The parcel should be returned within 15 calendar days of delivery. Please note that items can only be returned if they are unused, in their original packaging, undamaged. **Holiday, clearance, personalized, customized and special order items are non-refundable** . Please send us a photo of the damaged item within 3 days of delivery. Items marked as clearance are non-refundable.

Restocking fee applies to all items . **The restocking fee is 25% and will be applied to the items as well as any additional applicable taxes for returned items.**

If you return part of your purchase, an appropriate portion of the original discount and shipping charges will be forfeited.

Please note that holiday and sale items are non-returnable. A restocking fee applies to certain products and brands.

Please follow the guidelines below to receive a refund for returned items:

- Notify us within 3 days of delivery via email stating the reason for the return and wait for our approval. If the item is damaged or broken, please include photos. For some luxury items, the notification period is 24 hours from the delivery of the product. Once the return is approved, you will receive an email notification from our Contact Desk (contact@Barzo.pLcom). Custom-made items (made to order, special, customized and holiday) are non-refundable once the order has been placed.
- Items must be unused and in original condition – used/worn/washed items are non-returnable and will not qualify for a refund.
- Items must be in original packaging with tags attached.
- The return shipment must not be missing any parts, accessories or documents (such as certificates, warranty cards, etc.).
- Please include a copy of your original order with your return.
- Barzo.PL serves clients from all over the world.
- The parcel must be returned within 15 calendar days of delivery.
- Refunds will be processed within 15 days of receipt of returned items.
- You will be responsible for ensuring that items are properly packaged for return shipping. Any damage or breakage during shipping will void your refund.
- You will be responsible for return shipping costs.

We will notify you once your return has been processed.

Once approved, returns can be sent to the following address:

Barzo.PL

Powstańców Śląskich 13, 48-340 Glucholazy, Poland

Once your return is received and inspected, we will send you an email notifying you that we have received your returned item. We will also notify you if your refund is approved or rejected. If approved, your refund will be processed and a credit will automatically be applied to your credit card or original method of payment within 15-30 business days.

Late or missing returns

If you have not received your refund yet, please first check your bank account again.

Then contact your credit card company, it may take some time for the refund to be officially posted.

Then contact your bank. It often takes a while for the refund to be posted.

If you have done all this and still have not received your refund, please contact us at contact@Barzo.PL

Sale items

Only unused, regular priced items with original packaging can be returned. Unfortunately, sale items cannot be returned.

Exchanges

We are a dropshipping company and currently do not have an item exchange program.

Change or Cancellation Policy

We understand that circumstances change! Orders can be changed or canceled within 1 hour if the item has not been shipped. Once an order has been shipped, it cannot be canceled or changed. Please email us if you would like to cancel or change your order.