



## **Bossen Food Machine Return Policy**

### **Returns**

Only unused products in their original packaging will be accepted for return.

Returns will not be accepted unless approved in writing. No returns are accepted after 14 days from the date of invoice.

All authorized returns must be shipped freight prepaid. A restocking charge of 35% will apply.

Used products, special orders, clearance items, parts, or non-standard items are not returnable.

### **Exchanges**

Bossen does not accept any exchange requests.

### **Damages**

The Bossen store carefully handles and packs every product before shipping out. However, due to the fragile nature of certain products, some items may become damaged during transit.

If you receive a damaged, defective, or incorrect item, please submit pictures to the Bossen Quality Assurance Team for review.

Returns will not be accepted unless approved in writing.

Contact us within 30 days of receiving your package (i.e., 30 days after tracking shows delivered)

After 30 days, we will not accept returns, refunds or exchanges.

If there's noticeable damage on the packaging, please take photos of the package before opening to check the product conditions. Take photos of the box and products inside and email to Bossen.

To claim damages or defects, please email us the following information:

Full Name

Email & Phone

Order #

Photo of Invoice

Photo of Box/Products (Damaged Packaging(s) or Damaged/Defective Item(s))