

Return and Refund Policy

Effective Date: 16/06/2026

Thank you for shopping at Brown Sugar & More. If you are not entirely satisfied with your purchase, we're here to help. Our products can be returned within 30 days of the original purchase of the product.

1. Conditions for Returns

To be eligible for a return, please make sure that:

- The product was purchased in the last 30 days.
- The product is in its original packaging.
- The product isn't used or damaged.
- You have the receipt or proof of purchase.
- Products that do not meet these criteria will not be considered for return.

2. Products that Cannot be Returned

Please note that we do not accept returns of the following items:

- Any item not in its original condition, is damaged, or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery.

3. Shipping Charges

Shipping charges incurred in connection with the return of a product are non-refundable. You are responsible for paying the costs of shipping and for the risk of loss of or damage to the product during shipping, both to and from Brown Sugar and More.

4. Damaged Items

If you received a damaged product, please notify us immediately for assistance. We will arrange a return, replacement, or refund for products that are received in a defective or damaged condition.

5. Sale Items

Unfortunately, sale items cannot be refunded. Only regular priced items may be refunded.

6. Exchanges

We only exchange goods if they are defective or damaged. In circumstances where you consider that a product is defective, you should promptly contact us with details of the product and the defect.

7. How to Return an Item

To return an item, please take the following steps:

- Contact us via email at Tak@Brownsugarandmore.com to inform us of your desire to return your product. You will receive instructions on how to proceed based on your specific situation.
- Send the product with its original packing and the receipt or proof of purchase, to the address specified by us.

8. Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

- By email: Tak@Brownsugarandmore.com
- By visiting this page on our website: <http://brownsugarandmore.com>

9. Refunds

After receiving your return and inspecting the condition of your item, we will process your refund or exchange. Please allow at least 2-3 days from the receipt of your item to process your return or exchange. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. We will notify you by email when your return has been processed.

We are committed to ensuring the satisfaction of our customers and hope you are happy with your purchase. If you have any further questions or comments regarding our Returns and Refunds Policy, please don't hesitate to reach out.