

# Refund Policy

## A Note on Returns

Please note that we are only able to accept returns on undamaged, unmodified products. Upon return, your merchandise will be inspected, and appropriate refunds will be issued. Our team takes great pride in working with our customers to ensure a quick and efficient resolution to any return request. To initiate a return, email us at [Proxima@bctc.org](mailto:Proxima@bctc.org).

## Refunds

Proxima offers a full money-back guarantee for all purchases made on our website. If you are not satisfied with the product you have purchased from us, you can get your money back. You are eligible for a full reimbursement within 14 business days of your purchase. After the 14-day period, you will no longer be eligible and won't be able to receive a refund. We encourage our customers to try the product in the first two weeks after their purchase to ensure it fits your needs.

## Damaged or Defective Items

Items that are delivered to you defective or damaged may be exchanged for the same item only. If your item is delivered defective or damaged, email us at

## Late or Missing Refunds

If you haven't received a refund after being notified that a refund would be issued, try checking your bank account or credit card again and then contact your bank's credit card issuer. It may take some time before your refund is

officially posted by your bank or credit card issuer. If your bank or credit card issuer have not processed your refund after 30 days, please contact