Returns, refunds and exchanges

Orders, Shipping & Returns · https://cbotai.shahrear.msf.bd/docs/returns-refunds-and-exchanges/

Not quite right? You can return any unused item within **30 days of delivery** for A refund or an exchange.

What can be returned

- Items in their original condition, with tags attached.
- Footwear that has only been worn indoors.
- Tents and sleeping bags that haven't been used outdoors.

Final-sale items, gift cards and personalised items can't be returned.

How to start A return

1. Open the chat on any page and ask to return an item, or go to **My Account → Orders**.
2. Tell us the order number and the reason. If the order is within 30 days, the assistant records your return request straight away. Older orders are passed to our team to review.
3. We email you A prepaid UPS return label within 1 business day.
4. Pack the items, attach the label and drop the parcel at any UPS location.

Refunds

Refunds go back to the original payment method within 5 business days after the return reaches our warehouse. For cash-on-delivery orders we refund by store credit or bank transfer, your choice. Return shipping is free; the original shipping cost isn't refunded.

Exchanges

Need A different size or colour? Start A return and mention the size you want. We ship the replacement as soon as the return is scanned by UPS, so you don't wait for it to reach us.

Damaged or wrong items

If something arrives damaged or isn't what you ordered, send A photo in the chat (use the paperclip) or by email within 7 days. We'll send A replacement or A full refund, including shipping.