

Sales Tax on Non-U.S. Orders

We do not collect tax and/or duties for all orders outside of the U.S. When you order from Bogama Boutique, you must comply with the laws of the country in which you are receiving the products. As an importer, you will be responsible for any shipping cost, as well as any customs duties, VAT, and all other taxes that are imposed when your order reaches its specified destination.

Sales Tax on U.S. Orders

Sales tax is automatically applied to your Bogama Boutique purchase if you reside in NY State. Sales tax does not apply for all other states.

Shipping to U.S.

Bogama Boutique offers complimentary shipping via FedEx 2nd day to all US states. Complimentary shipping will automatically be applied during checkout. Please note that all US returns will be made at customer's expense. For more information, please see our return policy.

All Bogama Boutique shipments will require the signature of an adult over the age of 18 upon delivery. We do not ship orders to P.O. Boxes and APO/FPO addresses.

Delivery time will vary based on the service type selected for shipment to the United States.

Shipping to Other Countries

We do not offer complimentary shipping to other countries and cannot accept back the product under any circumstances after it has been shipped out from our location. Delivery time will vary based on service type selected for all international shipments. For all orders delivered to a location outside of the U.S., you will be responsible for any shipping cost, customs duties and sales tax.

Address Validation

To protect our customers against fraud, we will verify all billing and delivery addresses before we ship any online orders. If your billing and delivery addresses do not match, we may require additional information to process your order.

Order Status

We will send updates regarding the status of your online order to the email address you provided when making your purchase, including when your product(s) have been shipped and

delivered. Please check your spam and junk folders if you do not receive any email notifications regarding your order status.

Order Cancellation for U.S. Orders

Order cannot be canceled or modified after it has been shipped from our location. If you wish to cancel or modify your order, please send an email to us immediately.

Order Cancellation for Non U.S. Orders

For all orders delivered to a location outside of the U.S., you will be responsible for any shipping cost, customs duties and sales tax. Please note that we cannot accept back the product under any circumstances after it has been shipped out from our location.

Returns and Exchanges on U.S. Orders

We want you to be completely happy with your purchase. If for any reason you are not satisfied with your purchase, we will gladly offer:

an Exchange (excluding any packaging, shipping or handling charges) for product(s) returned within 7 days after receiving your order.

a Refund (excluding any packaging, shipping or handling charges) to the original credit card used for payment for product(s) returned within 5 days after receiving your order. To Exchange or Refund, please read our Return Policy and follow the Return Instructions below to submit your Return Request online.

Please contact our online customer service team if you have any questions.

How to Exchange Products for U.S. Orders

You may exchange a product for a different style within 5 days after receiving your order, based on stock availability. Please note that certain styles or sizes may require a special order to be placed or may not be available at the time of purchase.

If you wish to exchange your product(s), please follow the Return Instructions below to submit a Return Request online with the option: EXCHANGE WITH STORE CREDIT for placing a new order. An Authorization of your Return Request will be sent to you via email with detailed instructions on how to send the product(s) back to us. Once your returned product(s) have been received by our office, the Store Credit will be sent to you via e-mail. The Bogama Store Credit will be valid for one year from the issue date. Please be advised that you will need to pay any cost difference, additional shipping and taxes.

How to Receive a Refund on U.S. Orders

Refunds to a credit card can be requested for product(s) within 5 days after receiving your order. Returned merchandise must include the original packaging and tags and must be in the same new condition as when it was received. Used merchandise cannot be returned. The refund can only be issued to the original credit card used for payment.

If you wish to get a refund to your credit card, please follow the Return Instructions below to submit a Return Request online with the option: REFUND TO CREDIT CARD. An Authorization of your Return Request will be sent to you via email with detailed instructions on how to send the product(s) back to us. Once your returned product(s) has been received by our office, we will issue a refund for the returned product(s) (excluding any packaging, shipping or handling charges) to the original credit card used for payment. Please be advised that it will take up to 8 weeks for the refund to reflect on your credit card statement.

Bogama Boutique Quality Guarantee

Since all of the products sold by our boutique are handmade in NY and thoroughly inspected by our buyers during purchase, we guarantee the quality of each product. We carefully package all of our shipments for extra safety in order to ensure that you receive it undamaged. Although it is highly unlikely, there may be a slight possibility that a defect may occur to our product en route. If you receive a package that seems to be substantially damaged from outside, please open it immediately in front of the FedEx courier and inspect the item carefully before signing for it. Please note that your signature will serve as an acknowledgement that the product was received in new, undamaged condition. You may also refuse to accept the package from FedEx courier without opening it. Please note that we will not be able to refund or issue store credit for any damaged merchandise that was not reported or returned in the above referenced manner.

How to Make a Return

Non-U.S. Orders

Bogama Boutique does not offer any refund on all orders outside U.S. territory.

U.S. Orders

In order to return your merchandise, you must obtain and use a Return Authorization (RA) number. All packages that do not have RA number will be refused at delivery. Please make sure you send the product(s) within 12 hrs after your request has been approved with the RA Number provided in the return request authorization email.

The returned product(s) must adhere to the following standards:

In the same condition as at the time of receipt, with original Bogama Boutique labels and tags attached with a copy of all documents included in the packaging.

With the Return Authorization (RA) Number indicated on the outside of the package.

Shipped, insured and signature required at customer's expense via FedEx, UPS or USPS overnight service to the address provided in return request authorization email. If you do not insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.

Please allow 12 hours for the return processing, plus an additional 3 weeks upon receipt of the product(s) for the required action to be completed and the refund amount to be reflected on your credit card statement.

We will send you email updates regarding the status of your return request, including when your request is completed.

Note: The terms and conditions in Bogama Boutique Shopping Guide pertain only to purchases made directly through the Bogama Boutique. Any purchase of same brand products made outside of the Bogama Boutique is subject to the terms and conditions set forth by the authorized retailer.