

Refund Policy

Last Updated: 20/02/2025

At **Blueshieldaid**, we strive to ensure customer satisfaction by providing high-quality aid products and efficient service. Please read our **Refund Policy** carefully before placing an order.

1. No Refunds on Shipped Orders

Once an order has been **processed and shipped**, it is considered **final and non-refundable**. Due to the nature of our products, we do not accept returns or issue refunds after dispatch.

2. Order Cancellations

- If you need to cancel your order, please contact us **immediately** after placing it.
- Orders can only be canceled **before they are shipped**. Once dispatched, cancellations are not possible.

3. Damaged or Incorrect Items

If you receive an item that is **damaged or incorrect**, you must:

- Notify us within **48 hours** of receiving the order.
- Provide clear photos of the damaged or incorrect product.
- Allow us to assess the claim and offer a suitable resolution (replacement or store credit).

4. Donations Are Non-Refundable

All donations made to **Blueshieldaid** are **final and non-refundable**. Donations go directly towards aid efforts and cannot be reversed.

5. Contact Us

For any refund-related inquiries, please contact us:

✉ info@blueshieldaid.com

By placing an order with **Blueshieldaid**, you acknowledge and agree to this **Refund Policy**.