

SBG & CO

Return & Refund policy

We have a 14-day return policy, which means you have 5 days after receiving your item to request an exchange or store credit.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase. There is a 40% restocking fee. The cost of shipping an approved return item is the responsibility of the purchaser.

To start a return, you can contact us at info@sbgco.ca. If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for all inquiries at info@sbgco.ca.

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item so that we can evaluate the issue and make it right.

Exceptions / non-returnable items

All Spa-at-Home Boxes are final sale. The collections are excluded from returns for exchange and or store credit.

SBG & CO does not accept returns on promotional sale items which include monthly specials or gift cards.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item. Please consider that your item must be in the same condition that you received it, undamaged, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.