



Bansa Project Customer Satisfaction/ Return Policy

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Amended:

1. Our Policy:

If you are not completely satisfied with your purchase, we offer a 50% store credit refund of the purchase price for any product. This means:

1.a. You get to keep the item – We won't ask you to send it back or go through the hassle of a return process.

1.b. 50% of your purchase amount will be returned to you as store credit, which can be applied to any future purchase from The Bansa Project.

We believe in the quality of our apparel and would love for you to give it another chance with this store credit, helping us support our mission to bring Filipino culture into the global conversation.

2. Why Store Credit?

The Bansa Project is a new, independent startup, and as such, we must carefully balance our costs while offering you the best customer experience possible. Here's why we provide 50% store credit rather than a full refund:

2.a. Sustainability and Waste Reduction: By allowing you to keep the product, we minimize the environmental impact of shipping and handling. The item you've purchased still has value, and this policy helps reduce unnecessary waste.

2.b. Supporting Small Business: As a small, passion-driven business, offering full refunds would significantly impact our ability to grow and continue creating culturally significant designs. Your understanding and support enable us to keep producing new and meaningful products.

We deeply appreciate your decision to shop with The Bansa Project. Your purchase helps us continue our mission of promoting Filipino culture and storytelling through art and apparel. We're always open to feedback and are here to help you find pieces that you'll love.