

Bitcoincommodities
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Returns

Return of goods according to [\(§ 312 d Abs. 2 Nr. 8 BGB\)](#) is NOT possible. This includes and specifically mentions precious metals that are subject to market exchange rate fluctuations.

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed. If you paid in Bitcoin, you will be asked to supply a Bitcoin address to which your refund is paid out. You will receive an amount of Bitcoin equal to the cost of the item in EUR. This amount may vary from the amount of Bitcoin you paid for the item.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@bitcoincommodities.com and send your item to: Kantstr 74 Berlin Berlin Germany 10627.

Shipping

To return your product, you should mail your product to: Kantstr 74 Berlin Berlin Germany 10627.

If you are returning an item from within the EU, you will bear the shipping cost if the item cost less than 40€.

If you are returning from outside the EU, you bear all shipping costs.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.