Returns & Exchanges

Need to return an item? Here's how!

You can easily return your BIG EGO product within 14 days or exchange it for another one. All items must be returned in the condition they arrived in. If you have any questions, please send an email to hi@bigegocosmetics.com

How?

Step 1

Fill out our return form and add the details

Step 2

Put the items you want to return and the return form into the original packaging of the item

Step 3

Send your parcel to:

SCA Logistik & Fulfillment GmbH c/o Big Ego Cosmetics GmbH Benzstr. 4 85084 Reichertshofen

Please note that we do not cover any incurring costs, including shipping. Also, please track your parcel as we are not liable to exchange or refund if the parcel is lost.

Step 4

Once your return is received and checked, you'll receive an email. Your refund will be issued 3-5 business days upon receiving the items.