

RETURN POLICY

1. INTRODUCTION

1.1 Purpose of the Policy

This Return Policy governs the procedures and conditions under which products and services purchased through the Building Unbreakable Bonds website may be returned. The purpose of this policy is to ensure clarity, fairness, and transparency for our customers, while aligning with applicable U.S. consumer protection laws. Our goal is to provide an easy-to-understand and streamlined return process that respects the needs and expectations of our valued customers.

1.2 Scope of the Policy

This policy applies to all purchases made directly through the Building Unbreakable Bonds website. It encompasses physical products, digital products, and services unless explicitly excluded in the Non-Returnable Items section. By making a purchase, customers agree to the terms of this policy, and it is their responsibility to review it in full before proceeding with any transaction.

1.3 Updates and Amendments

Building Unbreakable Bonds reserves the right to modify this Return Policy at its sole discretion and without prior notice. Changes will become effective upon posting on our website. Customers are encouraged to review the policy regularly to stay informed of any updates.

2. RETURN ELIGIBILITY

2.1 Condition of Products

To be eligible for a return, physical products must be unused, in their original condition, and accompanied by all original packaging, tags, and accessories. Digital products or services may be subject to unique eligibility criteria outlined under the relevant product descriptions or terms of service.

2.2 Proof of Purchase

A valid proof of purchase is required for all returns. Acceptable forms of proof include an order confirmation email, receipt, or invoice containing the order number, product details, and purchase date.

2.3 Applicability to Digital Products

Returns for digital products, including e-books, downloadable guides, and online courses, will only be granted in cases where the product is demonstrably defective or inaccessible. Requests for returns based on dissatisfaction with content must meet specific criteria outlined in our digital product terms.

2.4 Exclusions and Limitations

Certain products and services may not qualify for returns due to their nature, including, but not limited to, personalized items, promotional goods, and items categorized under Non-Returnable Items in Section 8. These exclusions are necessary to maintain the quality and integrity of our offerings.

3. TIME FRAME FOR RETURNS

3.1 General Time Limit

Returns must be initiated within thirty (30) calendar days from the date of purchase or delivery, whichever is later, unless otherwise specified under specific product terms. Requests initiated after this period may not be honored.

3.2 Shortened Timeframes for Certain Products

For time-sensitive materials, including event tickets, webinar access, and other perishable services, the return period may be shorter. The exact timeframe will be clearly stated in the purchase terms of the respective product or service.

3.3 Extension of Return Periods

In certain circumstances, such as shipping delays or product defects reported within the return period, Building Unbreakable Bonds may extend the return window at its sole discretion. Requests for extensions must be submitted in writing, accompanied by supporting documentation.

4. RETURN PROCESS

4.1 Initiating a Return

To begin the return process, customers must submit a formal return request by contacting our Customer Support team via the contact details provided in Section 9. The return request should

include the order number, a detailed explanation of the reason for the return, and any supporting evidence, such as photographs for damaged items or screenshots for digital product issues. Incomplete submissions may delay the processing of your return.

4.2 Authorization Requirement

No returns will be accepted without prior authorization from Building Unbreakable Bonds. Upon approval of your return request, you will receive a Return Merchandise Authorization (RMA) number, which must be included with the returned product or service documentation. Any return received without an RMA number may be rejected and returned to the sender at their expense.

4.3 Return Submission

For physical products, customers are responsible for shipping the item(s) back to the address provided in the RMA communication. The product must be securely packaged to prevent damage during transit. For digital products or services, additional instructions on how to resolve or access the product may be provided. Returns must be shipped or completed within ten (10) business days of receiving the RMA approval.

4.4 Tracking and Responsibility

Customers are strongly encouraged to use a trackable shipping method and retain proof of shipment for all returns. Building Unbreakable Bonds is not liable for returns lost or damaged in transit. The cost of return shipping is the customer's responsibility unless the return is due to an error on our part, such as a defective product or incorrect item sent.

5. REFUNDS

5.1 Refund Eligibility

Refunds are available for returns that meet all eligibility criteria outlined in Sections 2 and 3. Refund amounts will be based on the purchase price of the item(s) returned, excluding any non-refundable fees, such as expedited shipping charges or handling fees, unless otherwise required by law.

5.2 Refund Processing Time

Once the returned item is received and inspected, customers will be notified via email of the status of their refund. If approved, the refund will be processed within ten (10) business days.

The exact time for funds to be credited may vary based on the customer's payment method or financial institution.

5.3 Method of Refund

Refunds will be issued to the original payment method used for the purchase. If the original payment method is no longer valid, customers must notify Building Unbreakable Bonds in advance to provide alternative refund instructions. Failure to do so may delay the refund process.

5.4 Partial Refunds

In some cases, partial refunds may be granted, such as for items returned in a condition not meeting original standards (e.g., items with missing parts or excessive wear). The exact amount of the partial refund will be determined based on an assessment of the item's condition.

6. EXCHANGES

6.1 Exchange Eligibility

Exchanges are permitted for items that are defective, damaged during shipping, or incorrect upon arrival. To qualify for an exchange, customers must notify Customer Support within seven (7) calendar days of receiving the item. Exchanges are subject to product availability.

6.2 Exchange Process

Customers seeking an exchange must follow the same process as outlined in Section 4 for initiating a return. Upon approval of the exchange request, instructions for returning the original product and receiving the replacement item will be provided.

6.3 Time Frame for Replacement

Building Unbreakable Bonds aims to process exchanges and ship replacement items within ten (10) business days of receiving the returned product. However, delays may occur based on stock availability or other unforeseen circumstances. Customers will be informed of any delays and provided with updated timelines as necessary.

6.4 Limitations on Exchanges

Certain items, including digital products, services, and personalized goods, may not be eligible for exchanges. Customers are encouraged to review product descriptions and related terms carefully before purchase to understand any restrictions.

7. SHIPPING AND HANDLING

7.1 Responsibility for Return Shipping Costs

Unless explicitly stated otherwise, customers are responsible for all return shipping costs. In cases where the return is due to an error by Building Unbreakable Bonds, such as receiving an incorrect or defective product, the company will provide a pre-paid shipping label or reimburse reasonable return shipping costs. Customers should retain receipts for shipping expenses for reimbursement purposes.

7.2 Packaging Requirements

To ensure the safe return of items, all products must be securely packaged in their original packaging or equivalent protective materials. Failure to package items adequately may result in damage during transit, which may impact the eligibility for a refund or exchange. Customers are encouraged to use padded envelopes, bubble wrap, or sturdy boxes to protect their return shipments.

7.3 Handling Timeframes

Returns, whether for refunds or exchanges, will be processed promptly upon receipt of the item. Customers should allow up to five (5) business days for Building Unbreakable Bonds to inspect the returned item and verify compliance with this policy. Customers will be notified of the return status once the inspection is complete.

7.4 Shipping Delays and Responsibilities

Building Unbreakable Bonds is not responsible for shipping delays or mishandling caused by third-party carriers. Customers should use a trackable and insured shipping method to safeguard against potential losses. The company will not be liable for lost or stolen return shipments that do not have verifiable tracking information.

8. NON-RETURNABLE ITEMS

8.1 Exclusions from Return Eligibility

Certain items and services are non-returnable due to their nature or legal restrictions. These include, but are not limited to:

- Personalized or customized products.

- Opened or used digital products, including e-books, guides, or courses, unless defective.
- Services that have been fully or partially rendered, including coaching sessions and consultations.
- Items marked as “Final Sale” or “Non-Returnable” at the time of purchase.

8.2 Hygiene and Safety Considerations

For hygiene and safety reasons, items such as personal care products, including relationship toolkits containing physical materials that are opened or used, are not eligible for returns or exchanges unless defective.

8.3 Digital Product Limitations

Due to the instant nature of delivery, digital products like downloadable guides or e-books are generally non-returnable. Exceptions may be made in cases where the digital product is inaccessible or contains technical errors that prevent usage.

8.4 Special Circumstances

If a customer believes an item or service designated as non-returnable should qualify for return due to exceptional circumstances, they must contact Customer Support with a detailed explanation and supporting documentation. Requests will be reviewed on a case-by-case basis, and the company’s decision will be final.

9. CONTACT INFORMATION

9.1 Customer Support Team

For any questions, concerns, or return requests, customers may reach out to our Customer Support team via the contact us page.

9.2 Business Hours

Our Customer Support team is available Monday through Friday, from 9:00 AM to 5:00 PM EST, excluding federal holidays. Customers are encouraged to reach out during these hours for prompt assistance.

9.3 Response Time

Building Unbreakable Bonds is committed to providing timely responses to all inquiries. Customers can expect a response to their emails or messages within two (2) business days.