



# REFUNDS & RETURNS

## 1.1. REFUND OF ONLINE PROGRAMS (IF APPLICABLE)

Purchases for digital downloads OR online programs made at [www.bewellnourishment.com](http://www.bewellnourishment.com) are non-refundable or exchangeable in the event you, the purchaser; a) Got what you paid for but simply changed your mind, found the information at a different price somewhere else, decided you did not like the purchase or had no use for it. b) Misused the product in anyway that caused a problem to exempt you for a refund. c) Knew of or were made aware of the faults before you bought the product. d) Asked for a service to be done in a certain way against the advice of Tracy Davies / Be Well Nourishment or were unclear about what you wanted. e) in the event you accessed any part of the online program.

Since the programs and products made available are intangible, we will not accept any request for refunds unless there is an issue sending, receiving or downloading any of our products. In the event this does occur, Tracy Davies / Be Well Nourishment will make every effort to liaise with the purchaser to resolve any discrepancies before issuing a refund. Refunds will be granted on a case by case basis and only after appropriate consultation with the relevant parties has taken place. For online programs, a \$150 admin fee will be deducted from any refund. To discuss further please contact us via [bewellnourishment@gmail.com](mailto:bewellnourishment@gmail.com)

## 1.2. REFUND OF GOODS (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, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

## 1.3 LATE OR MISSING REFUNDS (IF APPLICABLE)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at [bewellnourishment@gmail.com](mailto:bewellnourishment@gmail.com).

#### **1.4 SALE ITEMS (IF APPLICABLE)**

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

#### **1.5 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 [bewellnourishment@gmail.com](mailto:bewellnourishment@gmail.com)

#### **1.6 GIFTS**

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and he will find out about your return.

#### **1.7 SHIPPING**

To return your product please email [bewellnourishment@gmail.com](mailto:bewellnourishment@gmail.com) for shipping address.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

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.

## **2 . R E T U R N S**

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.

Several types of goods are exempt from being returned. Perishable goods such as food, flowers, newspapers or magazines cannot be returned. We also do not accept hazardous materials, or flammable liquids or gases.

Additional non-returnable items:

Gift cards

Downloadable digital products

Some health and personal care items

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

Please do not send your purchase back to the manufacturer.

There are certain situations where only partial refunds are granted (if applicable)

Book with obvious signs of use CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened.

Any item not in its original condition, is damaged or missing parts for reasons not due to our error.

Any item that is returned more than 30 days after delivery