

Where Is Your Angel?™ Refund and Return Policy

September 1, 2017

Your satisfaction is important to us. Refunds or returns will be issued if there is a manufacturing defect in the product only. A defect would be considered ink that is ineligible, unsecured or loose binding, product falling apart, and the like. Refunds or returns will not be issued for normal wear and tear or any happenstances that occur once the product has left our facility. We carefully inspect all the products upon arrival into our facility. We make every effort to ensure that prior to the products being shipped or delivered to our customers the products meet our high expectations. If a product you purchased has a defect, contact us immediately, or at the latest, within 30 days of your purchase with the following information: your date of purchase, or receipt, or other proof of purchase; where you purchased the product; and the reason for return or refund. Additional information may be needed to complete any refund or return and we reserve the right to make such inquiries. You will be required to mail the defective product to us. Upon inspection and determination of defect, the company may, at its sole discretion, issue a refund or return. Refunds will be issued in the original method of payment. If original method of payment was in cash, a check will be issued. All returns and check refunds will be sent via regular mail. If the customer requires the product to be expedited, the customer will be responsible for the difference in postage for expedited service. For any refund, you may be asked to provide a copy of your valid government-issued photo id. We reserve the right to limit or refuse a refund or return. Refunds or returns will only be issued if you contact us within the first 30 days after purchase. Other restrictions may apply. If you have any other questions or comments, please contact us at info@whereisyourangel.com.