

## Lioness Learning Billing and Refund Policy

### **Audio, Video and Workbook Products (Hard Copy)**

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We believe you will find our products to be of high quality. If our product does not meet with your expectations, you may request a refund by returning it to us at the following address **within 2 weeks of your order date**:

Katherine Eitel and Associates  
PO Box 50490  
Mesa, AZ 85208

- Ship the product via **U.S. Postal Service**.
- It must be **insured for the full order amount**.
- **COD's will not be accepted**.

Upon our receipt of the returned product, a refund for the sales price of the product and any applicable taxes (no shipping charges) will be issued to the credit card used for the purchase within 30 days.



### **Digital Download Products**

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A full refund will be granted if the Digital Download you purchased is not available to you either by download or by email within 72 hours of purchase. **All other refund requests will be handled on a case-by-case basis.**

We apologize, but we cannot provide refunds for:

- Inability to operate the files in your computing environment.
- Change of mind after ordering.
- Any digital download item 3 days after the purchase date for any reason.