

REFUND AND RETURN POLICY

When purchasing a product through the Site, you agree to the payment of the purchase price listed on the Site for the Product (the 'Purchase Price').

Payment of the Purchase Price may be made through a Payment Gateway Provider such as Stripe, PayPal, Google Pay, Apple Pay, etc. In purchasing a product through the Site, you warrant and represent that you agree to be bound by the applicable Terms and Conditions, Privacy Policy and other relevant legal documentation provided by the Payment Gateway Provider.

Once the purchase is completed, you will be issued with a receipt to confirm that the payment has been received and we may record your purchase details for future use.

If you are not pleased with your purchase, we may, at our sole discretion, refund the Purchase Price minus shipping costs within thirty (30) days of your purchase provided that

- the item is in its original packaging, including instruction manuals and all accessories;
- the item is unworn, unopened, unused and in its original condition;
- receipt or alternative proof of purchase are produced.

You acknowledge and agree that you will be solely liable for any postage or shipping costs incurred in facilitating the refund claim.

If you wish to request a refund or a replacement, you must provide your receipt or alternative proof of purchase and the reason for your request within thirty (30) days by sending written notice by email to profoundance1@gmail.com at www.profoundance.com

Where the refund or replacement request is accepted, we will provide you with instructions on how to return the item in a timely manner.

When issuing a refund, if the item was purchased using a particular payment method you will be refunded using the same payment method in reverse.

Please allow 10 business days for the funds to be transferred.

Under our warranty for material defects and workmanship in the product, you are entitled to a replacement or refund for a major failure of the product and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure.

If you wish to make a warranty claim under this clause, you must provide your receipt or alternative proof of purchase and the description of material defects and workmanship in the product within thirty (30) days by sending written notice to PROfoundANCE Connections LLC. or by email at profoundance1@gmail.com

Where the warrant claim is accepted, we may, at our sole discretion, either repair or replace any defective product or part thereof with a new or remanufactured equivalent at no charge to you for parts or labour.

You acknowledge and agree that you will be solely liable for any postage or shipping costs incurred in facilitating the warranty claim.

The warranty claim shall be the sole and exclusive warranty granted by us and shall be the sole and exclusive remedy available to you in addition to other rights and under a law in relation to the product to which this warranty relates.

All implied warranties including the warranties of merchantability and fitness for use are limited to thirty (30) days.

Our warranty for material defects and workmanship in the product shall not apply to a product which has been subjected to misuse, abnormal service or handling, or which has been altered or modified in design or construction.

You acknowledge and agree that we may use third party delivery companies and that we are not the provider of the delivery.

In the event that an item is lost or damaged in the course of the delivery, you shall contact the delivery service provider to request a refund or make a claim.

DIGITAL PRODUCTS

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Once the purchase is completed, you will be issued with a receipt to confirm that the payment has been received and we may record your purchase details for future use.

Due to the nature of digital content, all purchases of digital products, courses and memberships from our Site are final unless a refund is required under relevant consumer protection laws.