

REFUND AND RETURN POLICY

UNPLECKABLE LLC

Last Updated: January 30, 2026

At UNPLECKABLE LLC, we want you to be completely satisfied with your purchase. This Refund and Return Policy outlines the terms and conditions for returns, refunds, and exchanges for products and services purchased from us.

1. General Policy

We accept returns and provide refunds according to the terms outlined in this policy. Please read this policy carefully before making a purchase. By completing a purchase, you acknowledge that you have read and agree to this policy.

2. Physical Merchandise

2.1 Return Window

Physical merchandise (clothing, accessories, collectibles, etc.) may be returned within 30 days of the delivery date for a full refund or exchange, subject to the conditions below.

2.2 Return Conditions

To be eligible for a return, items must meet the following conditions:

- Items must be unused, unworn, and in the same condition as received
- Items must be in their original packaging with all tags attached
- Items must be returned with proof of purchase (receipt or order confirmation)
- Items must not be damaged due to customer use or mishandling

2.3 Non-Returnable Items

The following items are non-returnable and non-refundable:

- Opened or used items
- Items marked as final sale or clearance
- Custom or personalized items
- Gift cards or digital codes

2.4 Return Shipping

Customers are responsible for return shipping costs unless the item is defective or the wrong item was shipped. We recommend using a trackable shipping service, as we are not responsible for items lost in transit during the return process.

If an item is defective or we shipped the wrong item, we will provide a prepaid return shipping label and cover all shipping costs.

2.5 Exchanges

We offer exchanges for different sizes or colors of the same item, subject to availability. To request an exchange, please contact us within the 30-day return window. Exchange shipping follows the same policy as returns.

3. Digital Products

3.1 General Digital Product Policy

Digital products (including downloadable content, digital guides, templates, courses, or other electronic materials) are generally non-refundable after purchase and delivery due to the nature of digital goods.

3.2 Exceptions for Digital Products

Refunds for digital products may be provided in the following circumstances:

- The product is not as described or materially different from what was advertised
- Technical issues prevent you from accessing the product and we cannot resolve them
- Duplicate purchase made in error (proof required)
- The product was not delivered and we cannot provide access

Refund requests for digital products must be made within 7 days of purchase.

4. Memberships and Subscriptions

4.1 Recurring Subscriptions

Monthly or annual subscriptions (such as channel memberships, Patreon tiers, or premium content access) are billed on a recurring basis. You may cancel your subscription at any time, but refunds are generally not provided for partial billing periods.

4.2 Cancellation

When you cancel a subscription, you will retain access to the subscription benefits until the end of your current billing period. No refund will be provided for the remaining days in the billing cycle.

4.3 Exceptions

Refunds for subscriptions may be provided on a case-by-case basis in exceptional circumstances, such as technical issues that prevent access or unauthorized charges.

5. Defective or Damaged Items

If you receive a defective, damaged, or incorrect item, please contact us immediately (within 7 days of delivery) with photos of the issue. We will provide a replacement or full refund at no cost to you, including return shipping.

Please inspect your order upon delivery and report any issues as soon as possible. Claims made after 7 days may not be eligible for replacement or refund.

6. How to Request a Refund or Return

To request a refund or return, please follow these steps:

- Contact us at [support email] with your order number and reason for return
- Include photos if the item is defective or damaged
- Wait for a response with return authorization and instructions
- Ship the item back using the provided instructions (if applicable)

Do not return items without first contacting us and receiving return authorization, as unauthorized returns may not be processed.

7. Refund Processing

Once we receive and inspect your returned item, we will notify you of the approval or rejection of your refund. If approved, your refund will be processed, and a credit will be applied to your original method of payment within 5-10 business days.

Please note that it may take additional time for your bank or credit card company to process and post the refund to your account.

8. Partial Refunds

Partial refunds may be granted in the following situations:

- Items with obvious signs of use

- Items returned without original packaging or tags
- Items returned more than 30 days after delivery

9. Late or Missing Refunds

If you haven't received a refund yet, please:

- Check your bank account or credit card statement again
- Contact your credit card company (it may take time for the refund to post)
- Contact your bank (processing time varies)
- If you've done all of this and still have not received your refund, contact us at [support email]

10. International Returns

International customers are responsible for all return shipping costs and any customs fees or duties. We recommend using a tracked international shipping service. International returns may take longer to process due to customs clearance.

11. Restocking Fees

We do not charge restocking fees for standard returns. However, restocking fees may apply to special order items, custom products, or bulk orders. Any applicable restocking fees will be disclosed at the time of purchase.

12. Changes to This Policy

We reserve the right to update or modify this Refund and Return Policy at any time. Changes will be effective immediately upon posting on our website. We encourage you to review this policy periodically.

13. Contact Us

If you have any questions about our Refund and Return Policy, please contact us at:

UNPLECKABLE LLC

[Address Line 1]

[Address Line 2]

Email: [support email]

Phone: [phone number]