

# Refund Policy

Last Updated: January 2026

## Our Commitment

We stand behind the quality of our products and services. If you're not completely satisfied with your purchase, we're here to help make it right.

## Eligibility for Refunds

To be eligible for a refund, your request must meet the following criteria:

- Request submitted within **30 days** of purchase
- Product or service is in its original condition
- Proof of purchase is provided
- Item is not on our non-refundable list (see below)

## Non-Refundable Items

The following items are not eligible for refunds:

- Digital products after download or access
- Custom or personalized orders
- Gift cards
- Services already rendered
- Sale or clearance items

## How to Request a Refund

Follow these simple steps to initiate your refund:

1. Contact our support team with your order number and reason for the refund
2. Wait for confirmation and instructions from our team
3. Return the product (if applicable) using the provided shipping label
4. Receive your refund within 5-10 business days after we process your return

## Refund Methods

Refunds will be issued to the original payment method used for the purchase. Depending on your financial institution, please allow 5-10 business days for the refund to appear in your account.

## Partial Refunds

In certain situations, partial refunds may be granted:

- Items showing obvious signs of use
- Items returned more than 30 days after delivery
- Items not in their original condition or missing parts

## Shipping Costs

Original shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund unless the return is due to our error or a defective product.

## Late or Missing Refunds

If you haven't received your refund after the expected timeframe:

1. Check your bank account or credit card statement again
2. Contact your financial institution, as processing may take additional time
3. If you've done all of this and still haven't received your refund, please contact us with your order details

## Exchanges

We accept exchanges for items of equal value. If you'd like to exchange an item, please contact our support team and we'll be happy to assist you with the process.

## Contact Us

If you have any questions about our refund policy, please don't hesitate to reach out:

- **Email:** [michael@risingphoenixcc.com](mailto:michael@risingphoenixcc.com)
- **Phone:** 1-607-743-4097