

Familylinkhub Refund and Return Policy

If you have purchased a physical item directly from our Site and you are not pleased with your purchase, we may refund your 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.

If you wish to request a refund or a replacement, notify us in writing at hello@familylinhub.com and 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.

Refund of Digital Products/Course Fees/Membership Fees

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.

If you have purchased a digital product, enrolled in a course or joined a membership directly on our Site and you are not pleased with your purchase, we may refund your purchase price within thirty (30) days of your purchase provided that receipt or alternative proof of purchase are produced.

If you wish to request a refund, notify us in writing at [...hello@familylinkhub.com](mailto:hello@familylinkhub.com) and we will process your request in a timely manner.