

NO REFUND POLICY!

Effective Date: January 01, 2023

Here at It Ain't Over Ministries, we are committed to providing our clients and patrons with high-quality products and services. We value your trust and satisfaction, and we want to ensure that your experience with us is as positive as possible. To maintain transparency and set clear expectations, we have established this "**No Refund Policy.**" By engaging with our products and services, you acknowledge and agree to the terms outlined below.

1. Application of the No Refund Policy

This policy applies to all products and services offered by It Ain't Over Ministries, whether they are physical goods, digital products, or services.

2. Products and Services Exempt from Refunds

Under no circumstances shall we provide refunds for the following:

2.1 Digital Products:

- Downloadable software, eBooks, templates, or any other digital products.
- Subscription services, including but not limited to online courses, memberships, and digital content.
- Customized digital content or services created specifically for the customer.
- Any other digital products not listed here.
- Ministerial Licensing & Ordination Program

2.2 Physical Products:

- Products that have been used, damaged, or are not in their original condition.
- Products that are personalized or customized to the customer's specifications.
- Perishable goods or products with a limited shelf life.
- Products that are not returned within the designated return period.

2.3 Services:

- Services that have been rendered or partially rendered.
- Services that are time-sensitive and have passed their scheduled delivery period.
- Customized services tailored to the customer's specific needs.
- Services for which payment has been received.

3. Return and Exchange Policy

While we **do not** offer refunds, we are committed to providing you with the best possible solution in case of any issues with your purchase. Depending on the circumstances, we may offer exchanges, replacements, or store credits. Please refer to our separate "**Return and Exchange Policy**" below for further details.

4. Cancellations

In some cases, we may accept order cancellations.

5. Updates to the Policy

We reserve the right to modify or amend this No Refund Policy at our discretion. Any changes will be effective upon posting the updated policy on our website. It is your responsibility to review this policy periodically to stay informed about any updates.

By engaging with It Ain't Over Ministries and using our products and services, you acknowledge that you have read, understood, and agreed to this No Refund Policy. If you do not agree with this policy, we recommend that you refrain from making a purchase or engaging with our services.

RETURN AND EXCHANGE POLICY

Effective Date: January 01, 2023

Here at It Ain't Over Ministries, we are dedicated to ensuring your satisfaction with our products and services. We understand that there may be instances when you need to return or exchange an item. This Return and Exchange Policy outlines the procedures and guidelines for such requests.

1. Eligibility for Returns and Exchanges

We accept returns and exchanges under the following conditions:

1.1 Damaged or Defective Products:

If you receive a product that is damaged, defective, or not in proper working condition, you may request a return or exchange. Please contact us within 7 days of receiving the item.

1.2 Incorrect Product Received:

If you receive the wrong product or a product that does not match the description on our website, you are eligible for a return or exchange. Please contact us within 7 days of receiving the item.

2. Return and Exchange Procedures

To initiate a return or exchange, please follow these steps:

2.1 Contact Us:

For all return or exchange requests, please contact our customer support team at iaom@itaintoverministries.com or (706) 413-9462. Provide your order number and a detailed explanation of the issue or reason for the return or exchange.

2.2 Authorization:

We will review your request and provide you with an authorization and instructions on how to proceed with the return or exchange.

2.3 Packaging and Shipping:

For return items, please pack the product securely in its original packaging, if available, or in appropriate protective packaging to prevent damage during transit. For exchange items, please follow the provided shipping instructions. The cost of return shipping **is entirely** the responsibility of the customer.

3. Restocking Fee

For change-of-mind returns, a restocking fee may be applied to cover the cost of processing and inspecting the returned item. The restocking fee will be communicated to you during the return authorization process.

4. Exchange, Replacement, or Store Credit

Depending on the circumstances, you may be eligible for one of the following options:

4.1 Exchange: If you are eligible for an exchange, the same item will be reordered and sent to you within 30 days after we receive the returned item.

4.2 Replacement: If you request an exchange, we will ship a replacement product to you within 30 days of receiving the returned item.

4.3 Store Credit: In some cases, we may offer store credit as an alternative to an exchange or replacement.

5. Contact Information

If you have any questions or concerns about our “**No Refund Policy**” or our “**Return and Exchange Policy**”, please contact us using the following details:

David Fore
(706) 413-9462
iaom@itaintoverministries.com

Thank you for choosing It Ain't Over Ministries. We appreciate your business and strive to provide excellent products and services.

Sincerely,

David Fore
Founder, Lead Minister
It Ain't Over Ministries