

## Music Care Returns and Refunds Policy

Thank you for shopping at Music Care Inc. Your satisfaction is very important to us, and we want you to be delighted with your purchase.

Please read this policy carefully. This is the Return and Refund Policy of Music Care Inc, and it covers digital downloads and online courses, as well as physical products we ship to you.

### DIGITAL PRODUCTS AND ONLINE COURSES RETURN POLICY

**We issue refunds for digital products and online courses within 14 days of the original purchase of the product.**

We recommend contacting us for assistance if you experience any issues receiving or downloading or using our products.

If you have any questions about our Digital Product and Online Courses Returns and Refunds Policy, please contact us:

\* By phone number: 800-785-8596 (international 209-800-2185)

\* By email: [exchange@musiccare.net](mailto:exchange@musiccare.net)

### CBD PRODUCT RETURN POLICY

We aim to provide high-quality products to our customers and we inspect every order for accuracy and quality prior to shipment. All CBD products are tested for quality, and all shipments are carefully inspected before leaving the warehouse. Please check your order immediately upon receipt to ensure it has not been damaged during the shipping process. Below are our terms and conditions for returns and exchanges:

- All claims for returns must be made within 72 hours of delivery of the package
- All returns must have an RA number prior to being processed
- All returns must be received by us no more than 14 days after the initial delivery date of the order

### Undamaged & Unopened CBD Products

To receive a refund for your undamaged, unopened order, you must contact us within 72 hours of delivery of your package. You may contact us via phone at [800-785-8596](tel:800-785-8596) (international 209-800-2185) or via email at [exchange@musiccare.net](mailto:exchange@musiccare.net) to obtain a RA (Return Authorization) code. You must include your RA number with your return for a full refund. Your return must be received by us no later than 14 days after your initial receipt of the package. Once the return is

received and approved, we will issue a refund to you, less shipping, and a 15% restocking fee. You may also choose to retain this amount on your account in lieu of receiving a refund.

#### Damaged/Defective CBD Products

If you receive a damaged or defective product, please contact us within 72 hours of delivery of your package. You may contact us via phone at [800-785-8596](tel:800-785-8596) (international 209-800-2185) or via email at [exchange@musiccare.net](mailto:exchange@musiccare.net). Please let us know what is wrong with your product(s) – (pictures are helpful and may be requested). If it is determined that you were sent a defective or damaged product, we will issue you an RA (Return Authorization) number and send you a return shipping label. You must send the package back to us and your return package must be received by us no later than 14 days after initial delivery of the package. You may choose to receive a refund, or you may retain the credit on your account for future use.

#### Mis-Shipments / Shortages in Shipments of CBD Products

If you receive an order with any errors, please notify us within 24 business hours of receipt to discuss options for either credit or shipment of the correct order. If the error is ours, we will happily absorb the cost of the additional shipment.

#### TERMS AND CONDITIONS OF CHECKOUT FOR CBD PRODUCTS

As the purchaser of these products, you agree to the following:

- During the checkout process, you will be provided with the complete terms of your purchase. These products are not intended to be purchased by anyone under the age of 18 and purchasers agree not to resell these products to anyone under the age of 18. Included in those terms is your clear understanding that we are selling these products as containing CBD (cannabidiol) extracted from hemp oil.
- These products have not been evaluated by the FDA. We are committed to complete compliance with FDA regulations and as such, we make no claims as to any benefits for products containing CBD (cannabidiol). If you decide to purchase our products, you are drawing your own opinions as to any benefits these products may provide.