

# Refund policy

## OVERVIEW

We have a 14-day return policy, which means you have 14 days after receiving your item to request a refund.

To be eligible for a refund, you need to show the receipt or proof of purchase. For digital products, you must not have downloaded them (this is tracked).

Unfortunately we cannot offer a refund for services, such as custom/engineering jobs, as the customer can only judge the end product after a certain amount of time and effort has already been invested into the product.

To start a refund or for any refund-related questions, you can contact me at [contact@prodbypvradox.com](mailto:contact@prodbypvradox.com).

We will notify you once we've received and inspected your request, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 14 business days have passed since we've approved your return, please contact me at [contact@prodbypvradox.com](mailto:contact@prodbypvradox.com).