



Terms and Conditions:

Exchanges and Refunds

We value you and want our customers to be happy with our products and services. With this in mind, we advise that, as a customer, *you are responsible for understanding the following upon purchasing any item via our website:*

Exchanges or Re-shipments

We will happily **exchange** a product if the wrong item was delivered or the goods arrived damaged and:

- You have notified us of a problem that warrants exchange within 30 days of purchase.
- You can produce a receipt – so please keep the receipt.
- Any damaged product you return must be in the same condition you received it and in the original packaging.

Exchanges will be shipped once we have received the goods in question and a verifiable copy of the receipt. We will pay for re-shipping to you.

We will happily **re-ship** a product if the purchased item was not delivered and:

- You have notified us of a problem that warrants exchange within 30 days of purchase.
- You can produce a receipt – so please keep the receipt.

We will re-ship once we have verified the goods in question were not delivered and have received a verifiable copy of the receipt. We will pay for re-shipping to you.

Refunds

In unusual circumstances a refund may be issued. Requests for a **refund** are accepted at contact@godsdreaming.org within the period of 30 days after the order is placed. You should accompany this request with detailed and well-founded reasons why you are applying for a refund. Please make sure your request does not contradict our Terms and Conditions.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund, return, or exchange requests based on you having changed your mind about whether you want a product or deciding on a different product. Please choose carefully when making a purchase.

Refunds will be issued once we have verified a refund is warranted and have received a verifiable copy of the receipt.

Our Customer Service Team is always eager to assist you and deliver highly professional support in a timely manner.