

The Prophetic Word

Digital Products (Download) Refund Policy

EFFECTIVE AS OF (last update): Tuesday, July 3, 2018

Since <https://artistdennisleebro.wixsite.com/thepropheticword> connected to The Prophetic Words Blogger at domain www.thepropheticwordsblogger.com, is offering non-tangible irrevocable goods (Digital Products - Downloads) we do not issue refunds once the order is accomplished and the product download link is sent. As a customer, you are responsible for understanding this upon purchasing any item at our website.

However, we realize that exceptional circumstance can take place with regard to the character of the product we supply. Therefore, we DO honor requests for the refund on the following reasons:

Non-delivery (failure of download) of the Product: Due to some mailing issues of your e-mail provider or your own mail server, you might not receive a delivery e-mail from us. In this case, we recommend contacting us for assistance. Claims for non-delivery must be submitted within 7 days from the order placing date. Otherwise, the product will be considered received and downloaded;

Download and Unzipping Issues: it may happen so that you are having problems while downloading the product or its unzipping. Claims regarding such issues must be submitted within 7 days. If you do not properly contact us during this period, you agree that we may construe silence as a successful download of the product with no further right of redress or refund for a "download issue" reason;

Major Defects: although all the products are thoroughly tested before release, unexpected errors may occur. You should contact us for such issues. We keep the right to rectify the error or defect within 72 hours. If any deficiency is approved and we fail to correct it within 72 hours from the date of the initial complaint letter or any other notification provided by a Customer, the refund will be issued to the customer in full without any compensations or reimbursements.

ALTERNATIVELY, at customer's choice, replacement of the product of the same or around the same value may be offered. Please be advised that temporary access to your webhost/server can be requested by our technicians in order to identify and fix the possible issues with our products.

Failure to provide such access in a timely manner may result in a delayed resolution of the issue. Refusal to provide access to your sever will result in your inability to qualify for a refund. Product not-as-described: such issues should be reported within seven days from the date of the purchase. Clear evidence must be provided proving that the purchased product is not as it is described on the website. Complaints based merely on the customer's false expectations or wishes are not honored. Please note that a live demo for each product is provided on the sales page for evaluation purpose.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange requests based on incompatibility of our products with some third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions etc) other than those that are specified as compatible in a description available on the sales page of each product. We do not guarantee that our products are fully compatible with any third-party programs (including web host) and we do not provide support for third-party applications.

Requests for a refund are accepted at <https://artistdennisleebro.wixsite.com/the prophetic word> connected to The Prophetic Words Blogger at domain: www.thepropheticwordsblogger.com . [Contact Us](#) (Fill out the “Make Contact Form” describe the download issue in full detail, and send the message) within the period of 1 week (seven days) after the order is placed. You should accompany this request with detailed and grounded reasons why you apply for a refund.

Please make sure your request does not contradict our [Terms and Conditions](#).