

# Support

**Need help with your download or purchase?** We're here to help.

## Contact

- Email: [info@agracious.com](mailto:info@agracious.com)

## Typical Support Topics

- Trouble accessing a download link
- Didn't receive your delivery email
- File won't open (PDF/XLSX)
- Questions about what's included in your purchase

## Response Time

We aim to respond within **1–2 business days**.

## Helpful Tips (Before You Email)

- Check your spam/junk folder for delivery emails
- Search your inbox for "AGracious"
- Try a different browser or device for downloads
- For the Digital Hub (.xlsx), try opening in Microsoft Excel or Google Sheets

## Refunds

Because these are digital products, **all sales are final** (except where required by law). If you have a technical issue, email us and we'll help you get access.