

Guarantee

Thank you for your interest in our products and services. This limited guarantee covers a period of time up to 30 days after the date of purchase.

What does this limited guarantee cover?

This Limited Guarantee **covers any defects of any of the digital files** that were purchased from any site controlled by Penney eCommerce Inc. During the Guarantee Period, we will repair or replace, at no charge, any files that prove defective **due to an error on our part**.

What will we do to correct problems?

We will repair the product at no charge. If the problem is irreparable, we will provide a refund only once the customer has worked with our support staff and allowed them to attempt to resolve the issue.

How long does the coverage last?

The guarantee for goods purchased from our company is 30 days from the date of purchase, unless specified in writing in a file included in your purchase .

What does this limited guarantee not cover?

This limited guarantee does not cover any problem that is not the direct result of an error on our part. **This is not a 'no questions asked' guarantee.** When you access the download page for our files, you are agreeing to our limited guarantee. If you do not agree, then please do not access the product.

Examples of situations that do not qualify for a refund. This is not an inclusive list.

- *You don't like the product, it's not what you expected or you thought it was something different than it was-* we show our products, and describe them in detail, on the sales page. You always know exactly what you are getting before you purchase our products. Please read the sales page, including the FAQ. If you have questions, contact the support team before you make the purchase.
- *You've changed your mind*
- *You don't have the software needed to edit or view, or you have the software but do not know how to use it-* We are always clear on the sales page as to what you need in order to use our product. There is no way that we can provide tutorials of our product in all of the many thousands of available independent software that we do not own. Please make sure you have the required software and you can use it, or know how to follow tutorials that come with your software.
- Any other reason that is not in our control.

How Do We Know If You Have Downloaded The Product.

We employ technology to track product access and downloads, and we have logs that we can print to show that products have been accessed.

Why do we have this policy?

We pay graphic designers, video, Camtasia or Powerpoint specialists, animators, and many other professional staff to develop our product and deliver it to you. You pay a tiny fraction of these prices to buy this product.

Did you know that Paypal also keeps their fees even if a refund is processed?

Over the years we have seen generous refund policies abused by people who would download the product and then ask for a refund while continuing to use the files.

It is impossible for us to retrieve files a customer has downloaded to their computer.

For these reasons, our policy is firm.

THIS POLICY IS IN ACCORDANCE WITH PAYPAL'S DIGITAL GOODS POLICY AND THE MERCHANT POLICIES OF THE PLATFORMS WE SELL ON. (JVZOO, WarriorPlus etc)
FILING A DISPUTE OR GRIEVANCE WILL NOT CHANGE THE RESULT OF ANY DECISION.

NEITHER PAYPAL, JVZOO, W+ WILL REVERSE OUR DECISION.

What do you have to do?

Please contact our support department <https://www.shelleypenney.com/support> with your receipt of purchase, and a detailed description of the issue.