

# REFUND POLICY

Last updated March 11, 2024

At Th3rd Degree, we are committed to ensuring the satisfaction of our customers. This Refund Policy outlines our protocols and procedures regarding refunds, ensuring a transparent and fair process for all our clients.

Please note that this policy applies to all purchases made through our website, <https://www.th3rddegreepros.com>. We encourage our customers to read this policy thoroughly to understand their rights and our obligations. This will help facilitate a smooth and straightforward refund process, should the need arise.

We understand that every situation is unique, and we are dedicated to handling each case with the attention and care it deserves. If you have any questions or concerns about this policy, please do not hesitate to contact our customer support team at [support@thirddegreepros.com](mailto:support@thirddegreepros.com) for assistance.

## CLOTHING AND MERCHANDISE RETURNS

### RETURNS

All returns must be postmarked within **seven (07)** days of delivery.

**Please note:** All items must be in new and unused condition, with all original tags, labels, and original packaging.

### What if my product is damaged/wrong?

Our team does proper quality checks on every order that ships. If you have still received a damaged or wrong product, drop us an email at: [support@thirddegreepros.com](mailto:support@thirddegreepros.com). You will be informed about the next steps accordingly.

Note: Please pack the product in the same condition as you have received it.

### **What are the cases in which I can return an item?**

You can return an item for the following reasons:

- Received a damaged product.
- Received the wrong/mislabeled product.

**Please note:** Items damaged during transit are non-returnable.

### **Which are the items that cannot be returned/replaced?**

In our commitment to customer satisfaction, we also need to set clear guidelines on when a refund or return may not be possible. The following are circumstances under which we cannot accept returns or issue refunds:

- **Late Request:** Requests initiated more than 07 days after delivery cannot be accommodated.
- **Incorrect Shipping Address:** If the wrong shipping address is entered at checkout, we cannot offer a refund or return.
- **Original Packaging:** Returns must include all original packaging, price tags, labels, and accessories. Items returned without these, or with damaged packaging, will not be accepted.
- **Altered Serial Number:** Products with defaced or altered serial numbers are not eligible for return or refund.
- **Intentional Damage:** Products that have been intentionally damaged, or otherwise destroyed are not eligible for return.
- **Free or Complimentary Products:** Return or replacement requests for items that were free or complimentary are not accepted.
- **Change of Mind:** Refund requests citing reasons such as "I don't like the product," change of mind, or "Product no longer needed" will not be accepted.

### **How long will it take for the return process to complete?**

We will make sure that the return process is smooth and fast. As we receive your product for a return, we will process your return within seven (7) working days after a thorough inspection of your return.

## **RETURN PROCESS**

To return an item, please email customer service at [support@thirddegreepros.com](mailto:support@thirddegreepros.com) with your concern and the order number to obtain the return approval, place the item securely in its original packaging, and mail your return to the address provided by us in the following format:

**Th3rd Degree**

**Attn: Return to origin**

**RMA#**

PO Box 777268

Henderson NV 89077.

United States

### **Please note:**

**Responsibility for Shipping Charges:** For your convenience and to streamline the return process, we will issue pre-paid shipping labels for all items being returned. This ensures that you, as the customer, will not incur any out-of-pocket shipping costs when returning a product to us.

**Requirement for Return Confirmation:** Please do not mail your return package without receiving confirmation from us. Returning an item without prior confirmation may result in the rejection of your return request. In such cases, no refund or replacement will be provided.

DISCLAIMER: THE COMPANY HAS A DEDICATED TEAM THAT WILL CHECK THE RETURNED PRODUCTS AND THEIR DECISION ON YOUR REQUEST WILL BE FINAL TO ACCEPT OR REJECT. WE MAY REJECT THE RETURNED PRODUCT IF THERE IS DAMAGE TO THE PRODUCT OTHER THAN WHAT WAS VISIBLE IN THE

UNBOXING VIDEO OR IF FOUND THE PRODUCT IS TO BE USED OR TAMPERED WITH. IF A RETURNED PRODUCT IS REJECTED, NO EXCHANGE OR REFUND WILL BE ISSUED TO THE CUSTOMER, AND THE CUSTOMER MAY CHOOSE TO HAVE THE PRODUCT SHIPPED BACK TO THEM AT THEIR OWN COST.

## **RULES FOR ACCEPTING SHIPMENTS**

Before accepting the shipment of any product, kindly ensure that the product's packaging is not damaged or tampered with. If the package is damaged or tampered with, we request you refuse delivery and if possible click some photos of the packaging and send it over to us so that we can take further action. We assure refund upon such refused delivery or non-delivery. If in case you choose to accept the product, you shall do it at your own risk.

## **REPEATED RETURN REQUESTS**

- We reserve the right to impose such charges as is necessary to reimburse the expense of delivery if we observe that you have a transactional history of repeated returns.
- We also reserve a right to make the products ineligible for return or exchange, if we observe a transactional history of repeated returns.
- The liability and risk of such returns shall be on you to establish your claim for return. replacement shall only be initiated if they pass through the conditions mentioned above. If the product fails to pass through the verification and checks, the product shall be shipped back to you, for which you shall have to bear the expense.

## **REFUNDS**

After receiving your return and inspecting the condition of your item, we will process your refund. Please allow at least seven (7) business days from the receipt of your item to process your refund. Refunds will be credited to the original payment method that You

used while making the purchase. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

***Please Note:***

- ***A 20% restocking fee will be applied to all returns of items that have been opened. This fee is to cover the cost of inspecting the item, processing the return, and restocking it for sale.***

Refunds: **Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 7 working days after intimation by the customer.

## **CANCELLATIONS**

### **Immediate Order Processing and Cancellation Limitations**

At Th3rd Degree, we are committed to providing you with the fastest service possible. Due to our commitment to quick order processing, please be advised that once an order is placed, it immediately goes into our fulfillment process to ensure speedy delivery. Consequently, we are unable to cancel orders once they have been confirmed. We encourage our customers to review their orders carefully before confirming to ensure satisfaction with the chosen products. In the event that you have any concerns or require adjustments after your order has been placed, please contact our customer service team. We will do our utmost to assist you, understanding that our ability to make changes will be limited by the immediate processing of orders.

### **Cancellation from our end**

We do our best to ensure all orders are processed smoothly, but sometimes situations arise that might lead us to cancel an order. These situations include:

- **Unavailability of Product/Service:** Occasionally, a product or service may become unavailable after you've placed an order. If this happens, we'll inform you as soon as possible and offer a full refund or suggest alternative options that might interest you.

- **Non-compliance with Terms of Use:** We uphold our Terms of Service and if an order doesn't align with these or with applicable laws, we reserve the right to cancel it.
- **Suspicion of Fraudulent Activity:** Your security is crucial to us. If we suspect any fraudulent activity or unauthorized use of payment information, we'll cancel the order to protect both you and our platform.

Should we need to cancel your order for any reason, we'll reach out to you using the contact information you provided when placing the order. Any refunds due will be processed back to the original payment method you used for the purchase.

## **SERVICES AND SUBSCRIPTIONS RELATED REFUNDS**

### **Subscriptions**

- Clients may cancel their subscription service at any time. If a client wishes to cancel their subscription, we request notification before the renewal date to prevent the next billing cycle's charge. Please note, refunds for subscription services are not offered. However, clients will continue to have access to their subscription benefits until the end of the current billing period.

### **Instrumentals (Purchased or Leased)**

- For instrumentals that are either purchased or leased:
  - **Purchases:** All sales are considered final due to the digital nature of the product and the impossibility of returning a product once it's been delivered. We encourage clients to listen to the previews available and choose carefully before making a purchase.
  - **Leases:** Given the digital and consumable nature of leased instrumentals, refunds are not offered. Clients are encouraged to fully evaluate the instrumental previews provided before entering into a leasing agreement.
- **One-Time Services**  
For one-time services, such as custom music production, mixing, mastering, or other similar services, a 50% non-refundable deposit is

required at the time of booking to secure the service. This deposit compensates for the time and resources allocated to the project.

- Cancellation Before Service Completion: If the service is canceled by the client before completion, the non-refundable deposit will not be returned. This ensures coverage for the work already undertaken and resources allocated by Th3rd Degree.
- Refunds After Service Completion: Upon completion of the service, if the client is not satisfied with the final product, we invite them to discuss their concerns with our team. While the initial 50% deposit remains non-refundable, we are committed to understanding and addressing any issues within our scope to ensure client satisfaction.

## **CHANGES TO REFUND POLICY**

Th3rd Degree reserves the right to modify this refund policy at any time. We will provide notice of any changes by posting the updated policy on this website and updating the "Last updated" date at the top of this page.

## **Privacy Policy**

At Th3rd Degree, LLC, we understand the importance of privacy and are committed to protecting the personal information of our users. This privacy policy outlines how we handle the collection and use of phone numbers specifically for phone number submission.

### **Collection of Phone Numbers**

We collect phone numbers from users who voluntarily submit them through our platform or app.

### **Purpose of Collection**

The phone numbers are collected for the purpose of providing services and communication.

### **Use of Phone Numbers**

The collected phone numbers will be used for account notifications, service notifications, and direct communications.

### **Security Measures**

We have implemented appropriate security measures to safeguard the confidentiality and integrity of the collected phone numbers. This includes encryption and access controls.

### **Sharing with Third Parties**

We may share the collected phone numbers with business partners for the purpose of providing quality service. However, we will never sell or rent phone numbers to third parties for marketing purposes.

### **User Consent**

By submitting your phone number, you consent to the collection, use, and potential sharing of your phone number as outlined in this privacy policy.

### **User Rights**

You have the right to access, update, or delete your phone number. If you have any questions or requests regarding your phone number, please contact us using the information provided below.

### **Data Retention**

We will retain the collected phone numbers for as long as necessary to fulfil the purposes outlined in this privacy policy.

Payment Privacy Agreement

### **Information Collection**

We collect payment information, including credit card numbers and billing addresses, to process transactions.

### **Use of Information**

Your payment information is used solely for transaction processing, identity



verification, and fraud prevention.

### **Security Measures**

We employ industry-standard security measures, such as encryption and secure servers, to protect your payment information.

### **Third-Party Disclosure**

We do not share your payment information with third parties unless required by law or necessary for transaction processing.

### **Data Retention**

We retain payment information for as long as necessary to fulfill transactional purposes and comply with legal obligations.

### **User Rights**

You have the right to access, update, and delete your payment information. Please contact us for assistance.

### **Compliance with Laws**

We adhere to applicable data protection and privacy laws to ensure the security and confidentiality of your payment information.

## **QUESTIONS**

If you have any questions concerning our return and refund policy, please contact us at: [support@thirddegreepros.com](mailto:support@thirddegreepros.com).

