

Songbirds N Soulmates Wedding and Event Planning LLC

Refund Policy for Products & Digital Downloads

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Thank you for choosing Songbirds N Soulmates Wedding and Event Planning LLC. We are committed to providing thoughtfully designed digital products and services. To ensure clarity and transparency, our refund policy is outlined below.

Digital Products & Downloads

Due to the digital and custom nature of our products, **all digital sales are final**. No refunds, returns, or exchanges are offered once an order has been placed.

This includes, but is not limited to:

- Digital downloads
- Printable guides and templates
- Digital invitations
- Custom or personalized digital designs

Once a digital product has been delivered or accessed, it cannot be returned.

Custom & Personalized Work

Custom or personalized digital items are **non-refundable** once work has begun.

This includes any product created or customized based on information provided by the client.

Technical Issues or Incorrect Files

If you experience difficulty accessing your digital file or receive the incorrect item, please contact us at suze@songbirdsnsoulmates.com. We are happy to assist with resolving technical issues or ensuring proper delivery.

Physical Products (If Applicable)

If a physical product is offered and arrives damaged or defective, please contact us within **24 hours of delivery** so we may review the issue and determine an appropriate resolution.

Policy Updates

Songbirds N Soulmates Wedding and Event Planning LLC reserves the right to modify this refund policy at any time. Any updates will be posted on this page, and it is the responsibility of the customer to review the policy prior to purchase.

Questions

If you have any questions regarding this refund policy, please contact us at suze@songbirdsnsoulmates.com.