

# Refund Policy

Branded reference for Shear Genius Society, LTD Co. • Updated February 18, 2026.

**Important:** This material is for educational/general informational purposes and does not constitute legal advice. For legal advice, consult a qualified attorney.

## Digital Products — All Sales Final (Standard Policy)

Because digital products are delivered instantly and cannot be returned, all digital sales are generally final.

### Exceptions (When We May Help)

- Duplicate purchase of the same item (provide order numbers).
- Technical file-access issue that our support team cannot resolve.
- Accidental purchase within a very short time window where the file has not been downloaded (platform-dependent).

### What Is Not Eligible

- You changed your mind after download/delivery.
- You purchased the wrong item.
- You lack the software/hardware to open/use the files.
- You did not read the product description before purchasing.

### How to Request Help

- 1 Email [support@sheargeniussociety.com] with your order number and a short description of the issue.
- 2 Include screenshots if the issue is technical (error message, broken link, etc.).
- 3 We will respond with next steps and, when applicable, replacement files or store credit.