



# Refund Processing Policy

## Processing Timeframe

- Refunds for physical products will be processed within 5-7 business days after receiving and inspecting the returned item
- Approved refunds for digital products (prior to download) will be processed within 3 business days
- Please allow additional time for international payment processing

## Refund Methods

- Refunds will be issued to the original payment method used for purchase
- US-based payment processing refunds will be returned to the original credit card or payment service
- For Philippine clients who paid via GCash, refunds will be processed manually to your GCash account
- Processing fees (approximately 3-5%) may be deducted from refund amounts as per our payment processor's policies

## What's Refundable

- The purchase price of eligible returned items
- Original shipping costs are only refundable if the return is due to our error (damaged or incorrect items)
- Import duties and taxes are not refundable through N L SIMPSON LLC

## Partial Refunds



- Items returned without original packaging may receive a partial refund
- A 15% restocking fee may apply for returns that do not meet our return condition requirements
- Products showing signs of use or wear may receive a partial refund at our discretion

## Refund Notifications

- You will receive an email confirmation when your refund has been processed
- Depending on your financial institution, refunds may take an additional 5-10 business days to appear in your account

## Special Circumstances

- Bulk orders or custom educational packages may have different refund terms specified at the time of purchase
- Seasonal promotions may have modified refund policies clearly stated during the checkout process

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### Update: May 20, 2025 at 17:18 CST

- For physical products **fulfilled by Printful**, please allow up to **14 days** total for the complete refund process. This includes shipping time to the fulfillment center, inspection time, and the **5-7 business days for refund processing after inspection** is complete.