

RETURN/REFUND POLICY- ESD PRODUCTS

ALL SALES FINAL!

Lionhardt Technologies does not issue refunds once the order is processed and the product is sent. As a customer you are responsible for understanding this upon purchasing any ESD item.

Free trial download editions are available for all our ESD products and we encourage our customers to try out products before deciding to purchase. Post-purchase complaints based on a customer's false expectations will not be honored.

A refund will only be issued if:

You have accidentally downloaded the wrong product for purchase, **AND, you have not yet activated the software with the licence key.**

You must contact us immediately via email at: [**customerservice@lionhardt.ca**](mailto:customerservice@lionhardt.ca)

Please provide full contact information, Transaction I.D. No., and details.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange requests based on incompatibility of our products with some third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions, etc.) other than those which are specified as compatible in the description provided on each product.

Lionhardt Technologies reserves the right to refuse any claims or refund requests.

RETURN/REFUND POLICY- SHIPPED PRODUCTS

ALL SALES FINAL!

Returns/Refunds issued on defective merchandise only!

All our products are inspected before shipping and guaranteed to be in satisfactory, saleable condition.

Please note that we do not bear any responsibility and therefore we do not satisfy any refund/return/exchange requests based on incompatibility of our products with some third-party software (plug-ins, add-ons, modules, search engines, scripts, extensions, etc.) other than those which are specified as compatible in the description provided on each product.

Request for refund must be made within 30 days of shipping date.
Shipping costs are non-refundable.

Instructions for returning defective merchandise:

Before shipping the item back to us, contact: [**customerservice@lionhardt.ca**](mailto:customerservice@lionhardt.ca)

with full description of defect and provide your contact information including phone number.

Product **MUST** be returned to us so that defect can be determined.

You must return an item in the same condition as it was received. You must also include, in the same condition as it was received:

- All packaging such as boxes, bags, and tags
- Accessories such as cords, lanyards, cd's, etc.
- Certificates, manuals, and warranty cards.
- Free gifts or bonus items.
- All items included in a bundle.

The original receipt must be returned with the product.

Refunds are issued in the original form of payment.

Return shipping costs are the responsibility of the customer.

We recommend that packages being returned are insured using a traceable shipping method (i.e. Purolator Courier or Priority Post). We do not accept responsibility nor will we issue a refund for items damaged or lost in transit.

Lionhardt Technologies reserves the right to refuse any claim of defective material or refund requests.