# Refund and Return Policy

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## What this covers

Kindwired sells digital downloads: PDFs, spreadsheets, printables and templates. There is nothing to post back, so this policy explains what happens if something isn't right.

## If a file is faulty or not as described

Email suterstore1@gmail.com within 14 days of buying. Tell me the email you used at checkout, the product, and what went wrong.

I'll get back to you as soon as I can, then fix or replace the file, or refund you in full if I can't make it right.

## Bought the wrong thing or paid twice?

If you bought the same product twice, or picked the wrong product by mistake, email me within 14 days. I'll refund the duplicate or swap you to the right product.

## Change of mind

Because you get the files straight away, I don't usually offer refunds for a change of mind. If you're unsure, the free guide and free template show the style and quality of the paid tools.

## How refunds are paid

Refunds go back to your original payment method through Whop, our checkout provider. Your bank may take 5 to 10 business days to show it.

## Your rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in this policy limits those rights.