

# Dream Tree Family

## Product Refund Policy

Please review these policies carefully as they are the terms of sale that govern your purchases at the Dream Tree Family Online Store. They set out your rights and obligations with respect to your purchases, including important limitations and exclusions, such as those in Dream Tree Family's product warranties. Your placement of an order at the Dream Tree Family Online Store constitutes your agreement that these policies apply to the order, so be certain you understand them before you place your order.

Dream Tree Family products carry a 30-day refund policy from the date of purchase unless otherwise stated.

- All returns must be returned in a "sellable" condition in order to receive a refund.
- Opened consumable products or damaged products cannot be refunded.
- A Dream Tree Family issued Return Merchant Authorization (RMA) number must be written on the outside of the return box. If there is no RMA on the box the return will not be accepted and no refund will be issued.
- Dream Tree Family is not responsible for refunding the shipping costs to either originally send or to return products. The customer is responsible for all shipping costs.
- Items received after the 30-day money-back guarantees are NON-refundable.
- A 15% restocking fee applies to all returns. This fee is calculated on the cost of the product(s) only.
- The \$59.00 Website and Test Kit fees are non refundable.

If the item is returnable and you send it back to us unopened in the original box, Dream Tree Family will offer you a refund based on your original method of payment. You must return the product to the Dream Tree Family warehouse within 14 calendar days of the issuance of the RMA. All products must be packed in the original, unmarked packaging including any accessories, manuals, documentation, and registration that shipped with the product.

Dream Tree Family will assess a 15% restocking fee on any opened hardware or accessory. If you purchased your order using a major credit card (Visa, MasterCard, American Express, or Discover) we may ask for that information so Dream Tree Family can assess the 15% restocking fee.