

REVOHA RETURNS, REFUNDS & CANCELLATIONS POLICY

Effective Date: August 16, 2026

Last Updated: August 16, 2026

We want you to feel confident purchasing from REVOHA. Because our workbooks, journals, educational materials, digital resources, training programs, and organizational services are offered in different formats, return and refund eligibility varies by product type.

This policy explains when purchases may be returned, refunded, replaced, or cancelled.

1. Physical Workbooks, Journals & Books

Eligible physical products purchased directly from REVOHA may be returned within **14 days of delivery**.

To qualify for a return, the product must be:

- Unused;
- Unwritten in;
- Unmarked;
- Undamaged; and
- In its original or substantially original condition.

Because REVOHA workbooks, journals, puzzle books, and similar products are designed for personal interaction and reflection, products that have been written in, completed, marked, altered, or otherwise used are **not eligible for return**.

Customers are responsible for return shipping costs unless the product was damaged, defective, or incorrectly fulfilled by REVOHA.

Original shipping charges are non-refundable unless required by applicable law or the return resulted from an error by REVOHA.

2. Digital Products

Digital products are **final sale once access has been provided or the product has been downloaded**, except where otherwise required by applicable law.

Digital products may include:

- Digital workbooks and journals;
- Downloadable PDFs;
- Worksheets and templates;
- Facilitator resources;
- Digital guides;
- Videos;
- Online educational materials;
- Assessments;
- Courses; and
- Other downloadable or electronically delivered resources.

If you experience a technical problem accessing a digital purchase, please contact REVOHA. We will make reasonable efforts to restore access or provide the purchased material.

3. Online Courses & Self-Paced Programs

A customer may request cancellation of an eligible online course or self-paced program within **24 hours of purchase**, provided that substantial course content has not already been accessed, downloaded, or completed.

Once substantial course content has been accessed or the 24-hour cancellation period has passed, the purchase is final except where otherwise required by law.

Programs with different cancellation terms will clearly state those terms at the time of registration.

4. Live Workshops, Events & Training

Live workshops, facilitator training, educational events, and other scheduled programs may have separate cancellation and rescheduling requirements.

Where specific cancellation terms are provided during registration, those terms will apply.

If REVOHA cancels an event or training and does not provide a reasonable rescheduling or alternative option, affected customers will be offered an appropriate refund or credit.

5. Facilitator Materials

Digital facilitator guides, training resources, curriculum materials, templates, and other proprietary digital resources are final sale once access has been provided.

Eligible physical facilitator materials may be returned within 14 days of delivery if they remain unused, unmarked, and in their original condition.

Materials that have been customized, licensed for organizational use, or provided as part of a facilitator certification or training package may be subject to separate terms.

6. Damaged, Defective or Incorrect Products

If we made the mistake, we make it right.

If your order arrives damaged, defective, materially misprinted, incomplete, or different from what you ordered, please contact REVOHA within **7 days of delivery**.

Please provide:

- Your name;
- Order number;
- A brief description of the issue; and
- Photographs of the item and packaging when applicable.

Depending on the circumstances, REVOHA may provide:

- A replacement;
- Reshipment of the correct product;
- Store credit; or
- A refund.

REVOHA will cover reasonable replacement or return shipping costs when the error resulted from REVOHA's fulfillment or the product arrived damaged or defective.

7. Missing or Lost Orders

If tracking information indicates that your package has not been delivered within the expected delivery period, please contact REVOHA so we can assist with investigating the shipment.

REVOHA will work with the applicable shipping or fulfillment provider to determine an appropriate resolution.

Customers are responsible for providing a complete and accurate shipping address when placing an order.

Additional shipping charges may apply if an order must be reshipped because the customer provided an incorrect or incomplete address.

8. Customized & Personalized Products

Customized, personalized, specially printed, or organization-branded products are **final sale** and cannot be returned or exchanged unless they arrive damaged, defective, or materially different from the approved order.

This includes products customized with an organization's:

- Name;
- Logo;
- Branding;
- Program information;
- Custom content; or
- Other requested modifications.

9. Bulk & Organizational Orders

Bulk purchases, institutional orders, organizational licenses, curriculum packages, and contracted program materials may be subject to separate purchasing, cancellation, and refund terms.

Unless otherwise stated in a written agreement, customized or specially produced bulk orders are final sale once production has begun.

Where REVOHA enters into a Statement of Work, purchase order, services agreement, curriculum license, or other written agreement with an organization, the terms of that agreement will control if they differ from this policy.

10. Sale, Promotional & Clearance Items

Unless otherwise stated at the time of purchase, sale and promotional items follow the same return eligibility requirements as regularly priced products.

Items specifically identified as **Final Sale** at or before purchase are not eligible for return due to change of mind.

This does not affect remedies available for damaged, defective, or incorrectly supplied products.

11. Return Shipping

For eligible returns based on customer preference, the customer is responsible for return shipping.

We recommend using a trackable shipping method. REVOHA is not responsible for return packages that are lost before they are received by REVOHA.

Please do not return products without first contacting REVOHA for return instructions.

12. Refund Processing

Once an eligible returned product has been received and inspected, REVOHA will notify you regarding the status of your refund.

Approved refunds will generally be issued to the original payment method.

Processing times may vary depending on the payment provider or financial institution.

Shipping charges are generally non-refundable unless the return resulted from an error by REVOHA or applicable law requires otherwise.

13. Change of Mind

We understand that sometimes you may simply change your mind.

Eligible unused physical products may be returned within the 14-day return period described above.

Digital products that have already been delivered or accessed, used physical products, customized products, and other final-sale items cannot be returned solely because of a change of mind.

14. Personal Results & Expectations

REVOHA provides educational and resilience-development products and experiences.

Individual experiences and outcomes will vary. A product or program is not eligible for a refund solely because a customer did not achieve a particular personal, emotional, educational, professional, organizational, or other expected outcome.

Nothing in this section limits rights available for products or services that are defective, incorrectly described, or otherwise subject to mandatory consumer protections.

15. Purchases Through Third-Party Retailers

This policy applies to purchases made **directly from REVOHA**.

Products purchased through Amazon, bookstores, retailers, marketplaces, organizational partners, or other third-party sellers are generally subject to the return and refund policies of the retailer through which the purchase was made.

Please contact the applicable retailer regarding those purchases.

16. How to Request a Return

To request an eligible return, contact REVOHA within the applicable return period at:

Email: [INSERT CUSTOMER SERVICE EMAIL]

Please include:

- Your full name;
- Order number;
- Product being returned; and
- Reason for the return.

If the item is damaged or defective, please include photographs when possible.

REVOHA will provide applicable return instructions.

17. Consumer Rights

Nothing in this policy is intended to waive, restrict, or eliminate consumer rights that cannot legally be waived under applicable federal, state, or international law.

Where applicable law provides additional cancellation, refund, replacement, or return rights, REVOHA will honor those requirements.

18. Contact Us

Questions regarding returns, refunds, cancellations, or damaged orders may be directed to:

REVOHA

Website: revoha.com

Email: info@revoha.com

© 2026 REVOHA. All rights reserved.