

# SHIPPING, RETURN, REFUND, EXCHANGE AND WARRANTY POLICIES

## SHIPPING POLICY

We aim to fulfill orders within two business days of when the order is placed (Monday-Friday). Products with a previously detailed lead time on the product page are currently back ordered and will be exempt from this. In this situation we fulfill orders in the order they are received as soon as we receive the product into inventory.

If upon receiving your order you find any issue or damage to the product, please email us at [diligence2@diligence-inc.com](mailto:diligence2@diligence-inc.com) and we will work with you to resolve the issue.

Please note that the shipping service that you select is paying for the class of service the order will be shipped through, and the times noted on those services reflect arrival time after fulfillment and not arrival time from when the order is placed.

International Customers: Diligence Inc. is not responsible for import duties or customs fees incurred when receiving international shipments.

Diligence, Inc. is not responsible for lost or damaged products when the customer chooses to use a private shipping service.

## SUBSCRIPTIONS

Subscriptions are non-refundable, once you watch the material, you can't un-watch it.  
Please let us know about your dissatisfaction in our training products.  
Send correspondence to [diligence2@diligence-inc.com](mailto:diligence2@diligence-inc.com)

## RETURNS

Please email [diligence2@diligence-inc.com](mailto:diligence2@diligence-inc.com)

Exchanges and returns are accepted within 14 days of product receipt

- Product must be unused
- Must include original packaging and condition (new, undamaged, unused)

- Any item that is damaged or used may not be accepted or return or exchange
- Shipping for returned item is to be paid by the customer
- All apparel items must be returned unused and unwashed
- **Returned items are subject to a 15% restocking fee**
- Email your return request to [diligence2@diligence-inc.com](mailto:diligence2@diligence-inc.com) and include:
  - Order date
  - Order number
  - Product SKU number
  - Full name and reason for requesting a return.
- Upon receipt and acceptance of the return request, we will respond with an RMA (Return Merchandise Authorization) number.
- Please write the RMA number at the top of the packing list and include it in your return package. In addition, please write the RMA # on the shipping label affixed to the package.

Your final step is to ship the return package (with updated packing list) to the vendor address provided in the RMA, it is recommended that you receive and retain the tracking information for your return package.

**Order cancellations are permitted up to the point of tracking being received by the**

**customer.** Once tracking has been sent, the customer is able to return the product at their expense under the above criteria.

- **Note: There will be a 3% processing fee withheld on order cancellations that have not yet shipped**
- If you received a damaged or incorrect product, please contact [diligence2@diligence-inc.com](mailto:diligence2@diligence-inc.com)

All freight orders must be inspected before signing for receipt of order. Any damages must be noted at time of receipt before signing. Once signed for, the customer assumes all responsibility of condition of the order.

**Note:** all international order items will ship together and lead times will be reflective of the longest lead time product purchased on a single order

All sales on items sold as cosmetic blemish are final. No refunds or exchanges will be accepted.

## REFUNDS

All returns are processed by the manufacturer of the product. Once they receive and inspect the product, they will notify you that they have received your returned item. If your returned product is approved for a refund, we will initiate a refund of the appropriate amount(s), less shipping/handling/fees, to the original method of payment.

## EXCHANGES

- All exchange requests must be initiated within 30 days of the delivery date.
- All exchanges must be in their original packaging and condition (new, undamaged, unused.)
- Buyer will be required to prepay shipping for their returned item(s).
- C.O.D. exchanges will not be accepted.
- Email your exchange request to [diligence2@diligence-inc.com](mailto:diligence2@diligence-inc.com) and include:
  - Order date
  - Order number
  - Product SKU number
  - Full name and reason for requesting an exchange.
- Upon receipt and acceptance of the exchange request, we will respond with an RMA (Return Merchandise Authorization) number.
- Please write the RMA number at the top of the packing list and include it in your return package. In addition, please write the RMA # on the shipping label affixed to the package.
- Your final step is to ship the exchange package (with updated packing list) to the vendor address provided in the RMA, it is recommended that you receive and retain the tracking information for your exchange package.
- All exchanges are processed by the manufacturer of the product in conjunction with Diligence, Inc. Once the replacement product has been identified and accepted for exchange, we will notify you via email and finalize the exchange process directly with you.

## WARRANTY

All our products carry a lifetime warranty against any manufacturing defect. Any specific issues regarding a Diligence, Inc. product with which a customer is not satisfied will be reviewed on a case-by-case basis.

For any warranty claims please contact [diligence2@diligence-inc.com](mailto:diligence2@diligence-inc.com) via email.