

LEGAL & COMPLIANCE PORTFOLIO

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I. REFUND POLICY

Effective Date: [Insert Date]

At Caufey Smith Productions, we are committed to delivering high-quality educational and creative products. This Refund Policy outlines the terms under which refunds may be issued.

Physical Products (Books, Materials, Merchandise)

We accept returns under the following conditions:

- Request made within **14 days of delivery**
- Item is unused, undamaged, and in original packaging

Non-refundable items include:

- Used or damaged products
- Clearance or final sale items

Process:

1. Email: [Insert Email]
2. Include order number and reason for return
3. Ship item back (customer responsible for return shipping unless defective)

Refunds are processed within **5–10 business days** after inspection.

Digital Products (Downloads, Content, Courses)

Due to the nature of digital products:

- **All sales are final**
- No refunds once access/download is granted

Damaged or Incorrect Orders

If your order arrives damaged or incorrect:

- Notify us within **5 days of delivery**
- Provide photos of the issue

We will:

- Replace the item **at no cost**, or
- Issue a refund at our discretion

Late or Missing Refunds

If you have not received your refund:

- Check your bank account
- Contact your payment provider (e.g., Stripe or PayPal)
- Then contact us

2. SHIPPING POLICY

Effective Date: [Insert Date]

Order Processing

- Orders are processed within **2–5 business days**
- Orders are not processed on weekends or holidays

Shipping Rates & Delivery Times

- Rates calculated at checkout
- Estimated delivery: **3–10 business days (U.S.)**

Shipping Delays

We are not responsible for delays caused by:

- Carriers
- Weather
- Incorrect addresses provided by customers

Lost or Stolen Packages

Once marked “Delivered,” we are not liable for lost or stolen packages. Please contact the carrier directly.

Incorrect Address

Customers are responsible for accurate shipping information. We are not responsible for:

- Returned packages
- Additional shipping fees due to incorrect addresses

3. ACCESSIBILITY STATEMENT (ADA COMPLIANCE)

Effective Date: [Insert Date]

Caufey Smith Productions is committed to ensuring digital accessibility for all users, including individuals with disabilities.

Our Commitment

We strive to comply with:

- Web Content Accessibility Guidelines (**WCAG 2.1**)
- Americans with Disabilities Act (**ADA**)

Accessibility Features May Include

- Readable fonts and color contrast
- Keyboard navigation compatibility
- Alternative text for images
- Responsive design

Ongoing Improvements

We are continuously working to improve accessibility across our website.

Need Assistance?

If you experience difficulty accessing any part of our site, contact us:

Email: [Insert Email]

Phone: 312-636-1896

We will make reasonable efforts to provide accommodations.

4. DATA PROTECTION & GOVERNANCE STATEMENT

(This is your » corporate credibility weapon for grants.™ partnerships)

Overview

Caufey Smith Productions maintains responsible data governance practices aligned with industry standards to protect consumer, partner, and stakeholder information.

Data Collection Principles

We adhere to:

- **Data minimization** (collect only what is necessary)
- **Purpose limitation** (use data only for stated purposes)
- **Transparency**

Security Measures

We implement:

- SSL encryption
- Secure third-party payment processors
- Limited internal access controls
- Periodic review of data practices

Third-Party Compliance

We partner with reputable platforms such as, Stripe | PayPal | Google Analytics
These providers maintain independent compliance standards (PCI-DSS, GDPR-aligned practices where applicable).

Regulatory Alignment

Our practices are designed to align with:

- U.S. consumer protection laws
- **CCPA/CPRA (California Privacy Rights)**
- **GDPR principles (where applicable)**

Data Retention

We retain data only as long as necessary for:

- Business operations
- Legal compliance
- Financial reporting

Incident Response

In the event of a data breach, we will:

Investigate promptly, notify affected parties as required by law, and take corrective action.

5. WEBSITE DISCLAIMER

General Information Disclaimer

All content provided on this website is for informational and educational purposes only.

We make no guarantees regarding:

- Results from use of our products
- Educational outcomes

Professional Disclaimer

Content does not constitute:

- Legal advice
- Financial advice
- Medical advice

Earnings Disclaimer

We do not guarantee income, business success, or specific results.

External Links Disclaimer

We are not responsible for third-party content or practices.

6. CORPORATE & SPONSORSHIP ETHICS STATEMENT

(This.is.HIGHLY.valuable.for.grants.and.partnerships)

Our Commitment

Caufey Smith Productions operates with integrity, transparency, and accountability in all partnerships.

Ethical Standards

We commit to:

- Honest representation of programs and outcomes
- Responsible use of funds
- Non-discrimination and inclusion
- Community-centered impact

Use of Funds (For Sponsors & Grants)

Funds received are used to support:

- Educational programming
- Youth literacy initiatives
- Creative development and content production

Conflict of Interest

We disclose any potential conflicts and maintain independence in decision-making.

Reporting & Accountability

We are committed to:

- Providing updates to sponsors when applicable
- Demonstrating measurable impact where possible