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## Return & Refund Policy

**Effective Date:** May, 1<sup>st</sup> 2025

This Return & Refund Policy applies to all purchases made through

**MomafeyHomeTraining.com, Momafey-HT Lifestyle and Seasons, Momafey-HT Finds For You, Momafey-HT,** and any **marketplace affiliates** (including but not limited to TikTok Shop, Instagram Shop, and other third-party platforms) **to the extent required by law.**

These sites and affiliates are owned and operated by **Momafey-HT Virtual Enterprise LLC**, a Florida limited liability company. By purchasing from any of the above, you agree to the terms outlined below.

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### 1. Returns for Physical Products

- Items must be in **new, unused, and resalable condition**, with all original tags, packaging, and materials included.
  - Returns must be initiated within **5 days** of the delivery date.
  - Customers are responsible for return shipping costs unless the item was received damaged or defective.
  - Refunds will be issued to the original payment method once the returned item is received and inspected. Original shipping charges are non-refundable.
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### 2. Non-Returnable Items

The following items cannot be returned or refunded:

- **Digital products**, including eBooks, journals, downloads, online courses, and coaching resources unless demonstrated was not received.
  - **Customized or personalized items** (if applicable).
  - Items not returned in their original condition.
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### 3. Digital Products and Download Assistance

- All sales of digital products are **final** and non-refundable. Will be reviewed on a case by case basis.
  - If you experience technical issues with downloads or access, our support team will work with you to ensure successful delivery. Please contact us via CHAT on the website Momafeyhometraining.com or by email at [momafeyht@gmail.com](mailto:momafeyht@gmail.com) for assistance.
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#### 4. Damaged or Defective Items

- If you receive a damaged or defective item, notify us within **7 calendar days** of delivery at [contact@momafey-ht.com](mailto:contact@momafey-ht.com) or [momafeyht@gmail.com](mailto:momafeyht@gmail.com), including proof of damage (photos or video).
  - We will arrange for a replacement, exchange, or refund at no additional cost.
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#### 5. Marketplace Purchases

For purchases made through **third-party marketplaces or affiliates**, their return policies may also apply. In such cases, we will comply with those policies **to the extent required by law**, in addition to the terms outlined here.

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#### 6. How to Initiate a Return

To request a return, replacement, or assistance, please contact:

**Momafey-HT Virtual Enterprise LLC**

Email: [contact@momafey-ht.com](mailto:contact@momafey-ht.com) or [momafeyht@gmail.com](mailto:momafeyht@gmail.com)

Websites: **MomafeyHomeTraining.com | Momafey-HT Lifestyle and Seasons | Momafey-HT Finds For You | Momafey-HT.com** and include all marketplace social media platforms.

Include your order number, reason for return, and any supporting details.

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#### 7. Governing Law

This Return & Refund Policy shall be governed by the laws of the **State of Florida**, and applicable federal laws without regard to conflict of law principles. (This Policy is subject to changes as needed to comply with the laws)