



TIMELESS RHYTHM GROUP, LLC

OFFICIAL RETURN & REFUND POLICY

Effective Date: May 27, 2026

Thank you for investing in your musical journey with Timeless Rhythm Group (TRG™). We are committed to providing world-class percussion education, mentorship, and instructional materials. Because our offerings include immediate digital access, personalized service scheduling, and physical goods, our refund and return policies vary by product type.

By purchasing any product, enrolling in a curriculum, or booking a mentorship session with TRG™, you agree to the terms outlined below.

1. CURRICULUM AND ONLINE ASSETS

All Sales Are Final: Due to the intellectual property nature and immediate delivery of digital materials, all sales within our curriculum and online assets program are strictly non-refundable. This includes access to the TRG™ Practice Vault, video demos, downloadable PDFs, and e-book formats.

- **Core Curriculum Materials:** This policy applies directly to our signature curriculum book, "The Timeless Rhythm System: Shifting Gears A 14 Week Roadmap To Percussion Mastery". Once digital access links or login credentials have been issued for this curriculum, the assets are considered fully delivered and consumed, and ***no refunds, credits, or exchanges will be granted.***

2. 1-ON-1 MENTORSHIP & ROADMAP PROGRAMS

- **Commencement Policy:** All sales for mentorship training sessions, including the structural application of the 14-Week Signature Roadmap, are final once the first scheduled session has commenced or any curriculum assets have been accessed.
- **Installment & Milestone Plans:** If you are participating via an installment payment structure, you are contractually obligated to complete all **remaining payments**. Early withdrawal from

the curriculum does not absolve the student of outstanding financial commitments, and past installments **remain completely non-refundable**.

- **Session Forfeiture:** Sessions missed due to late cancellations (**less than 24 hours' notice**) or "No-Shows" (exceeding the 10-minute grace period) are strictly non-refundable and cannot be rescheduled.

3. PHYSICAL GOODS (Books, Workbooks, & Merchandise)

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Third-Party Distributors: If you purchased physical print copies of "**The Timeless Rhythm System: Shifting Gears A 14 Week Roadmap To Percussion**" through third-party platforms (such as Lulu, Amazon, etc.), returns and refunds are governed strictly by that specific distributor's return policy. TRG™ cannot directly process refunds or replacements for external transactions.
- **Direct Purchases from TRG™:** For any physical materials purchased directly from Timeless Rhythm Group, LLC, you have 14 calendar days from the date of delivery to request a return. To be eligible, the item must be completely unused, unmarked, and in the exact same condition that you received it.
- **Shipping Costs:** Buyers are responsible for paying their **own return shipping costs**. All shipping fees are completely non-refundable.

4. DAMAGES AND INCORRECT ORDERS

Please inspect your materials immediately upon reception. If a physical item purchased directly from TRG™ is defective, damaged, or if you receive the wrong item, contact us immediately so we can evaluate the issue and make it right via a replacement.

5. CONTACT INFORMATION

For any questions regarding your order, curriculum access, or billing inquiries, please reach out to our administration team through your official TRG™ student communication channels.

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