

Return Policy for Dagape Store, Dagape Music & Dagape Mentoring

Effective Date: 01/01/2024

At Dagape Music Inc, we strive to ensure our customers are fully satisfied with our products and services. If you are not completely happy with your purchase, we are here to help. Below is our return policy:

1. Eligibility for Returns

- Returns are accepted within **30 days** of purchase for most products.
- To be eligible for a return, the item must be unused, in the same condition that you received it, and in its original packaging.
- Certain products, such as digital downloads, personalized or custom items, or limited-time event merchandise, are **non-refundable**.

2. Proof of Purchase

- A valid proof of purchase, such as an order confirmation email or receipt, is required to process a return.

3. Non-Returnable Items

- The following items are non-returnable:
- Digital products (including downloadable music, e-books, and online courses)
- Gift cards
- Personalized or custom products
- Services or event tickets (if applicable)

4. Refund Process

- Once we receive your returned item, we will inspect it and notify you of the approval or rejection of your refund.
- If approved, your refund will be processed, and the credit will automatically be applied to your original method of payment within **7-10 business days**.

5. Exchanges

- We only replace items if they are defective or damaged. If you need to exchange an item for the same product, send us an email at Dante@danteharmon.com.

6. Shipping Costs

- Customers are responsible for paying the shipping costs for returning an item. Shipping costs are non-refundable.
- If you receive a refund, the original cost of shipping will be deducted from your refund.

7. Late or Missing Refunds

- If you haven't received a refund yet, please first check your bank account, then contact your credit card company as it may take some time before your refund is officially posted.
- If you've done this and still have not received your refund, please contact us at Dante@danteharmon.com

8. Contact Information

If you have any questions about this return policy, please contact us:

- **Email:** dante@danteharmon.com