

# **CACANA Inc. NA – Refund Policy**

## **1. Donations**

All donations are final and non-refundable except in cases of duplicate transactions or processing errors.

## **2. Digital Products**

Due to the nature of digital items, all sales are final once accessed or downloaded.

## **3. Merchandise**

Physical items are produced through third-party partners. Defective or incorrect items may be replaced within 14 days.

## **4. Refund Process**

Refunds for eligible cases will be processed within 7–10 business days to the original payment method.

## **5. Contact**

All refund inquiries should be directed to [info@cacana.org](mailto:info@cacana.org).