

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.