

## **RETURNS and REFUNDS Policy**

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Thank you for shopping at BAXTER & Bella and please know it is both an honor and a pleasure to help you achieve better animal ownership and experience the very best in canine companionship!

Regarding this RETURNS and REFUNDS Policy, it is licensed by BAXTER & Bella LLC and applies to first-time purchases only. Transferred ownerships and or purchases that were made, returned and subsequently repurchased DO NOT qualify for a return or a refund. All other transactions are followed accordingly as outlined below. Considering we provide a wide spectrum of goods and services, which due the nature of each, our RETURNS and REFUNDS Policy will vary depending on what has been purchased – SEE BELOW for additional details.

What's more, please read our RETURNS and REFUNDS Policy carefully and don't hesitate to contact us directly with any questions you might have - THANK YOU!

## **LIFETIME MEMBERSHIP**

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We offer a 100 percent money back guarantee within the first 72 hours of your LIFETIME MEMBERSHIP program purchase, please contact us directly and for any reason we will process a full refund!

After 72 hours, but within 30 days of original purchase, we will provide a refund upon written request LESS a processing fee of \$59.50 IN ADDITION to the cost of any other services already consumed and otherwise included within the LIFETIME MEMBERSHIP, including but not limited to GROUP Q&A Events (\$15), ONE-ON-ONE Video Sessions (\$45), ONE-ON-ONE Phone Calls (\$35) and CLASSES (\$25) and COURSES (\$120), each to be charged back individually against the total available refunded amount.

Again, we recommend contacting us directly for any help and or assistance with a return or refund request, or when you experience any issue with downloading or receiving any product or service as part of our LIFETIME MEMBERSHIP, or if for any reason you are not satisfied with your purchase.

## **LIVE! VIRTUAL SERVICES**

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Due to the nature of the many LIVE! virtual services we provide and the inability for us to prevent the use of these services after the initial purchase, we DO NOT offer a return or refund for any LIVE! virtual services after purchase. However, we are happy to work with you on a credit moving forward toward an alternative virtual service being offered at another date in time throughout the future.

## **PRODUCTS and or ALL OTHER DIGITAL SERVICES**

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We offer a money back guarantee within 30 days of purchase if you are not satisfied so long as your product is returned with it's original product packaging AND is in like-new condition, LESS a 25 percent reprocessing/ restocking fee, which refund credit will be issued once confirmation of returned shipment is confirmed at our facility and successfully having passed noted requirements.

Again, we recommend contacting us directly for any help and or assistance with a return or refund request, or when you experience any issue with downloading or receiving any product or service as part of our LIFETIME MEMBERSHIP, or if for any reason you are not satisfied with your purchase.

## **CONTACT US:**

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If you have any questions about our RETURNS - REFUNDS POLICY, please contact us directly:

- By phone: 435-787-9000
- By email: [Info@BAXTERandBella.com](mailto:Info@BAXTERandBella.com)
- By visiting this page on our website: <https://www.baxterandbella.com/contact>