

Return Policy for Digital Documents

Thank you for choosing My Virtual Executive Assistant. We are committed to providing high-quality digital documents and ensuring your satisfaction with your purchase. Due to the nature of digital goods, we offer a limited return policy as outlined below:

Eligibility for Returns

Refunds may be issued for the following digital documents under specific circumstances:

- **Ebooks:** Refunds are available for ebooks that are demonstrably defective (e.g., corrupted files, missing pages) or if the content significantly differs from the product description.
- **Templates and Forms:** Refunds are available for templates and forms that are defective or if the files are not compatible with the advertised software or platforms.
- **Digital Art and Graphics:** Refunds are available for digital art and graphics that are defective or if the files are not in the advertised format or resolution.

Ineligible Products

The following digital documents are generally not eligible for return or refund:

- **Opened or Downloaded Ebooks:** Once an ebook has been opened or downloaded, it is considered "used" and cannot be returned.
- **Customized or Personalized Documents:** Digital documents that have been customized or personalized according to your specifications are not eligible for return.
- **Free Downloads:** Free digital documents are not eligible for return or refund.

Circumstances for Refunds

Refunds will be considered under the following circumstances:

- **Defective Product:** The digital document is corrupted, incomplete, or otherwise unusable.
- **Inaccurate Product Description:** The digital document significantly differs from the description provided on our website.
- **Accidental Duplicate Purchase:** You accidentally purchased the same digital document twice.

Refund Timeframe

To be eligible for a refund, you must request it within 7 days of the original purchase date.

Refund Process

To request a refund, please contact our Customer Support team at melissa@mypaperonpoint.store with the following information:

- Your order number
- The name of the digital document you wish to return
- A detailed explanation of the reason for your return request

Our Customer Support team will review your request and notify you of the decision within 3 business days. If your refund is approved, the purchase price will be credited back to your original payment method.

Disclaimer

We reserve the right to deny a refund request if it does not meet the criteria outlined in this policy.

Contact Us

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

melissa@mypaperonpoint.store

Thank you for your understanding.