



Product Refund Policy

Cocoa Village Publishing Policy for product refund

Services and Subscriptions purchased that are like advertising on websites and physical publications:

Services like Internet Access, web site hosting, book layout, and web site publishing are not considered products and may have a more appropriate description of refund under the [termination policy](#) [1]. The purchase of physical goods or intellectual goods presented as products are considered as products and are covered under our product refund policy. Subscriptions that include physical material costs like advertising that is on printed goods may not be directly refunded after the expense has been allocated to print them (example if customer wants to cancel a map listing but waits till the maps have already been printed that would be unfair to us. If customer cancels/terminates in a timely manner so revisions can be made before printing then a refund can be possible). For refunds that involve cost of goods already committed we may consider a refund but are not obligated. If customer wants a monetary refund we will consider a prorated refund based upon the subscription length and actual costs we incurred. Our preference is to compensate with future services or subscriptions. Please understand that we can not reasonably commit to guaranteed full refunds for services agreed to by customers that have already committed production costs for us.

Products purchased that are not downloadable, like merchandise:

Products purchased that are not downloadable (example: merchandise, CD, Hard Printed Versions) may be returned if in new condition for a full credit, minus any shipping and handling charges. However, before any product may be returned, the customer must return to Cocoa Village Publishing a “Refund Claim Form”. The “Return Claim Form” will be provided to the customer after the customer informs Cocoa Village Publishing that they need such form. To obtain a refund, you must notify Cocoa Village Publishing within 30 days of your original purchase date, that you desire a refund for the product purchased. The “Refund Claim Form” provided to you must be returned to Cocoa Village Publishing in person or by regular mail only (no e-mail), within 14 days, in order to obtain a refund.



Downloaded Products, like electronic books (likely this will not apply, we are mostly open source):

Products purchased that are downloaded may not be refundable if it can not be demonstrated to be disabled and unable to forward to others. An exchange may be considered within 30 days from date of purchase. The product to be exchanged may only be exchanged for another downloadable product sold by Cocoa Village Publishing. However, before any new software (or otherwise electronic media) will be made available, the customer must return to Cocoa Village Publishing, a “Refund Claim Form”. The “Return Claim Form” will be provided to the customer after the customer informs Cocoa Village Publishing that they need such form. To obtain an exchange, you must notify Cocoa Village Publishing, within 30 days of your original purchase date, that you desire to exchange the product purchased. The “Refund Claim Form” provided to you must be returned to Cocoa Village Publishing Corp. by regular mail or in person (no e-mail), within 14 days, in order to obtain the exchange.

More notes about obtaining a refund or exchange:

In order to obtain a refund or exchange, you must provide your correct e-mail address and/or mailing address to Cocoa Village Publishing. Cocoa Village Publishing will not be liable for any claims of non-receipt of merchandise, and/or non-receipt of a “Refund Claim Form” that was a result of an incorrect email address and/or mailing address provided by you to Cocoa Village Publishing. The customer is responsible for providing a correct/working e-mail address.

The “Refund Claim Form” provided to you must be returned to Cocoa Village Publishing Corp. by regular mail or in person, within 14 days, in order to obtain the exchange.

About fraudulent charges:

Fraudulent Credit Card Charges or Fraudulent Claims - Requests to negate charges are investigated. If you make a fraudulent claim of unauthorized digital currency and or credit card usage, we will report this to the appropriate Merchant Services. This report may result in cancellation of your account or card services, and may put negative information on your credit report, and create possible criminal charges that may be filed against you.



SEE ALSO: [Termination Policy](#) [1]

Source URL: <https://cocoavillagepublishing.com/us/policies/refund/index.html>

Links

[1] <http://www.cocoavillagepublishing.com/us/policies/termination/>