

Root Cause Refund Policy

Overview

At Root Cause, we are committed to providing high-quality products and services. However, we understand that issues may arise, and we want to ensure that our refund process is straightforward and fair.

Eligibility for Refunds

Refunds are only eligible under the following circumstances:

1. **Digital Products or Services:** Refund requests must be made within **30 days** of purchase, provided the product or service has not been used, downloaded, or accessed.
 2. **Physical Products:** Items must be returned within **30 days** of purchase in their original, unused condition and packaging. Proof of purchase is required.
 3. **Subscription Services:** Refunds for subscription services will only be issued if canceled prior to the next billing cycle. Refunds for unused portions of a billing cycle are not provided.
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Non-Refundable Items

The following are non-refundable:

1. Digital products that have been downloaded or accessed.
 2. Gift cards or promotional offers.
 3. Customized or personalized items.
 4. Services that have already been rendered.
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Process for Refunds

To initiate a refund, please follow these steps:

1. **Contact Us:** Email us at ask@rootcauseag.com with your order details and reason for the refund request.
2. **Provide Proof of Purchase:** Include your receipt or proof of purchase.

3. **Return Items** (if applicable): Ship the product back to us at the provided address. Return shipping costs are the responsibility of the customer.

Once your request has been reviewed and approved, the refund will be processed within **7-10 business days**. Refunds will be credited to the original payment method used for the transaction.

Late or Missing Refunds

If you haven't received your refund within the stated time frame, please:

1. Check with your bank or credit card company as processing times can vary.
 2. Contact us at ask@rootcauseag.com for further assistance.
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Changes to This Policy

Root Cause reserves the right to update or modify this Refund Policy at any time. Changes will be posted on our website, and the effective date will be updated accordingly.

Contact Information

If you have any questions or concerns about these Terms, please contact us at:

Email: ask@rootcauseag.com

Mailing Address: 260 Alamo Hwy Trenton, TN 38382

Phone: (731) 855-1911