

ISAA Refund and Return Policy

International Sidereal Astrology Association

Version 1.0 | Effective Date: April 7th, 2025

I. Introduction

This Refund and Returns Policy (“Policy”) governs the conditions under which refunds or returns may be granted by the International Sidereal Astrology Association (“Company,” “we,” “us,” or “our”) to purchasers (“Customer,” “you,” or “your”) through our website located at SiderealInternational.org (“Website”).

By placing an order through the Website, you agree to this Policy.

II. Physical Products – Print on Demand

All physical products are made to order through our third-party print-on-demand provider, Gelato. Due to the custom nature of these items, we do not offer returns, exchanges, or refunds for:

- 1) Buyer’s remorse;
- 2) Incorrect sizing or product selection by the customer;
- 3) Orders made in error by the customer.

A. Eligible Refunds or Replacements

We will provide a refund or replacement at no cost to you under the following circumstances:

- 1) The product arrives damaged;
- 2) The product contains a manufacturing defect;
- 3) You receive an item different from what was ordered.

To request a refund or replacement, contact us at <mailto:orders@siderealinternational.org> within thirty (30) days of the delivery date. You must include:

- 1) Your order number;
- 2) A description of the issue;
- 3) Clear photographic evidence of the damage, defect, or incorrect item.

We reserve the right to determine whether an item qualifies for refund or replacement at our sole discretion.

B. Returns Not Accepted

We do not accept physical returns of any items. If your claim is approved, a new item will be printed and shipped to you at no additional cost.

III. Digital Products and Services

All sales of digital goods and services are final and non-refundable. This includes, but is not limited to:

- 1) Digital downloads;
- 2) Online courses;
- 3) Workshops and webinars (live or recorded);
- 4) Memberships or subscriptions;
- 5) Event tickets (virtual or in-person).

Once access has been granted, downloaded, or registered, we are unable to offer refunds under any circumstances, including but not limited to:

- 1) Customer dissatisfaction with the content;
- 2) Failure to access or attend the digital event or class;
- 3) Change of schedule or personal circumstances.

IV. Subscription Services

Subscriptions for memberships or recurring access to digital content are billed in advance on a monthly or annual basis, depending on the selected plan. All subscription payments are non-refundable. Customers may cancel their subscription at any time; however, cancellations are only effective at the end of the current billing cycle. No prorated refunds will be issued for unused portions of a subscription period.

V. Events – Cancellations or Rescheduling

We reserve the right to cancel or reschedule any event due to unforeseen circumstances. In the case of a cancellation initiated by the Company, a full refund will be issued. In the case of rescheduling, ticket holders will be notified and may request a refund within seven (7) calendar days of the rescheduling notice. No other refunds for event tickets will be issued.

VI. Contact Us

To request a refund, replacement, or to make an inquiry under this Policy, send an email to: orders@siderealinternational.org with the following information:

- 1) Subject: “Refunds,” or “Inquiry,”
- 2) Your Name,
- 3) Order number (if applicable),
- 4) A description of the issue or concern,
- 5) Clear photographic evidence of the damage, defect, or incorrect item (if applicable).

VII. Agreement to Terms

By placing an order through our Website, you acknowledge that you have read, understood, and agreed to be bound by the terms of this Refund and Returns Policy. If you do not agree with any part of this Policy, you should not complete a purchase on our Website.

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Prepared by: Abbeygale Quinn, Secretary
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