

# Resolutions Consultancy Online Store

## Refund Policy

### Damaged or Faulty Goods

If for some reason your merchandise arrives faulty or damaged, Resolutions Consultancy will replace the goods free of charge. We will send you replacement copies of all products purchased, and we do not require you to send back the faulty merchandise. At our discretion, we may choose to ask for photo evidence of the damaged goods to be sent to us via email before replacement products are sent. Please send all photo evidence to [sales@signsofsafety.net](mailto:sales@signsofsafety.net) quoting your order number and contact details.

### Change of Mind

If, after you have received the merchandise you simply change your mind, you can return it within 60 days for an 85% refund. To do so, please send an email to [sales@signsofsafety.net](mailto:sales@signsofsafety.net) with the following:

- Your order number (you will find this on your invoice);
- Your contact details; and
- The bank account details for the account you would like your refund sent to.

Please send all merchandise to:

PO BOX 56, BURSWOOD  
PERTH, WESTERN AUSTRALIA

Once the merchandise has been received by Resolutions Consultancy we will begin the process of refunding you. The preferred method of issuing refunds is via electronic bank transfer. Please note that Resolutions Consultancy will not send your refund in the form of a cheque or cash, however if requested, we can transfer the amount to your nominated PayPal account.

### Digital Products

Resolutions Consultancy does not issue refunds on digital products that have been purchased and downloaded from the online store. These digital products include:

- PDF documents of workbooks
- PDF documents of booklets
- Video files

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Resolutions Consultancy

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[www.signsofsafety.net](http://www.signsofsafety.net)



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### Workshops - Standard Workshops and Gatherings:

For standard workshops and Signs of Safety gatherings, Resolutions Consultancy offers partial refunds up until 30 days prior to the event. The refund amount is calculated as follows:

$$\text{Refund} = \text{Total Cost} - 15\% \text{ Administration Fee}$$

**Example:**

Workshop fee = \$400

$$\begin{aligned} \text{Refund} &= \$400 - (400 \times 0.15) \\ &= \$400 - \$60 \end{aligned}$$

**Refund = \$340**

If there is less than 30 days until the event is due to commence, no refunds will be issued; however place substitutions (sending one person to the workshop in place of another) are permitted.

### Workshops - 5 Day Residencies:

For Signs of Safety Residencies, Resolutions Consultancy offers partial refunds up until 60 days prior to the event. The refund amount is calculated as follows:

$$\text{Refund} = \text{Total Cost} - 15\% \text{ Administration Fee}$$

**Example:**

Workshop fee = \$400

$$\begin{aligned} \text{Refund} &= \$400 - (400 \times 0.15) \\ &= \$400 - \$60 \end{aligned}$$

**Refund = \$340**

If there is less than 60 days until the event is due to commence, no refunds will be issued; however place substitutions (sending one person to the residency in place of another) are permitted.

