



**The LEAD for Pollinators, Inc.
Returns and Refund Policy
Jan. 20, 2020**

Returns

The LEAD for Pollinators, Inc. (LEAD) return policy lasts 30 days from the date of purchase. If 30 days have gone by since your purchase, unfortunately we cannot offer you a refund or exchange.

To be eligible for a return, your item must be in the same condition that you received it. It must also be in the original packaging.

To complete your return, we require a receipt or proof of purchase.

There are certain situations where only partial refunds are granted: (if applicable)

- Books with obvious signs of use.
- Stickers, Flower Seed packets, etc. with obvious signs of use.
- Any item not in its original condition or packaging, is damaged or missing parts for reasons not due to our error.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a check will be mailed to you for the refund, within 30 days.

Late or missing refunds (if applicable)

If you haven't received a refund within 30 days of returning the purchased item, first check your bank account again.

Then contact LEAD for Pollinators, Inc. at info@leadforpollinators.org or 330-803-3449.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@leadforpollinators.org or call 330-803-3449. We will provide you with additional directions upon receipt of your email or phone call. Conference, workshop, and similar educational program registration cannot be transferred or exchanged.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver and they will learn of your returned item.

Shipping

Send an email to info@leadforpollinators.org or call LEAD at 330-803-3449. We will provide you with additional directions upon receipt of your email or phone call as to where to ship the item to be returned.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping of the replacement item, if applicable, will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$50, you should consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item.

Conference and Education Classes/Workshop Refund Policy

All refund requests must be in writing and sent to LEAD for Pollinators at info@leadforpollinators.org or mailed to the current mailing address for LEAD for Pollinators listed on our website. All refund requests must be received no more than 5 days after the conference/event/class/workshop has occurred. No refunds will be granted after that.

A full refund, less any Paypal/bank fees will be made within 30 days after the completion of the conference/event/class/workshop.

Conference, workshop, and similar educational program registration cannot be transferred or exchanged.

There are no refunds for no-shows.

There are no refunds for the cost of pre-ordered meals at the event.

A PDF of this Policy will be posted to the LEAD website, with a link on any "sales" page (conference, classes, etc.) from the following words "LEAD Refund Policy." An embedded link will be placed in those words to the PDF of this Refund Policy.)

(adapted from NonProfit Best Practices <https://nonprofitbestpractices.com/pages/refund-policy>)