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Products & Delivery

10. **Products:** All W. A. Production Samples products are bound by the terms of the User License Agreement. A copy of this agreement is supplied within the zip file of all products purchased.

11. **Price Changes:** W. A. Production Samples may at any time change or alter the price of its products. W. A. Production Samples does not offer refunds in the event of a price drop or promotional offers.

12. **Digital Delivery:** All orders placed on the W. A. Production Samples website are delivered digitally via the internet. They are not sent via post or delivered to the customer as tangible goods.

13. **Taxes:** You are responsible for paying any governmental taxes that may be imposed on your purchase.

14. **Refund Policy:** Our customer's satisfaction is extremely important to us. We will endeavor to digitally deliver 100% of W. A. ProductionSamples customer orders.

Due to the nature of our products (non tangible irrevocable goods), all digitally delivered products from W. A. Production Samples that have been digitally shipped to the customer are not eligible for return or refund. The customer though may at any time cancel their order before payment has been processed. We recommend checking any previous orders before completing a transaction to confirm you do not purchase any W. A. Production Samples pack twice. Any duplicate orders will not be eligible for a refund due to the nature of our products.

We also highly recommend all customers back up their orders on an alternate / separate hard drive to protect against loss of products purchased from W. A. Production Samples. In the unlikely event of a failed / broken hard drive W. A. Production Samples will only replace download links for a previous order upon confirmation of the customers previous order and a copy of their purchase receipt. This is applicable to all orders made within a two year period, any purchases of a later date than two years will not be covered.

We reserve the right to refuse any refund requests.

General

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