

## Refund Policy

*Last Updated: 5.07.2025*

Thank you for shopping with Digital Queen Productions. We are committed to providing high-quality digital products and services to support your personal growth, creativity, and business development.

Please review our refund policy below before making a purchase.

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### 1. Digital Products (eBooks, Planners, Journals, Courses, Templates, Artwork)

Due to the nature of digital products, **all sales are final**. Once a digital file has been delivered or accessed, we are unable to offer refunds, exchanges, or cancellations.

This includes (but is not limited to):

- Digital journals and planners
- Printable coloring books
- E-books and downloadable guides
- Online course access
- Canva templates or artwork files

We encourage you to read product descriptions carefully and reach out with any questions before purchasing.

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### 2. Duplicate Purchases

If you accidentally purchased the same item more than once, please contact us at **support@digitalqueenproductions.com** within **7 days** of the transaction. We will verify the duplicate and issue a refund for the extra charge.

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### 3. Technical Issues

If you are experiencing trouble accessing or downloading a file, we're happy to help. Please contact us at **support@digitalqueenproductions.com** with the following information:

- Your order number
- The email address used for the purchase
- A description of the issue

We will work with you to resolve the problem. A refund may be considered **only if the issue cannot be resolved** after reasonable attempts.

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### 4. Unauthorized Use or Sharing

If our system detects that digital products are being shared or used in violation of our Terms and Conditions, we reserve the right to revoke access without a refund.

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### 5. Custom Orders or Services

Refunds for custom or personalized digital services (e.g., branded templates, one-on-one sessions, or consultations) are not available once the work has begun. If you need to reschedule a service, please notify us at least 24 hours in advance.

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### Contact Us

If you believe your situation qualifies for a refund or you need support with your purchase, contact us at:

 **support@digitalqueenproductions.com**  
 [www.digitalqueenproductions.com](http://www.digitalqueenproductions.com)