



# REFUNDS & RETURNS POLICY

Walter Red Books LLC

*Effective Date: August 2, 2025*

*Last Updated: January 2026*

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## 1. OVERVIEW

This Refunds & Returns Policy applies to all purchases made directly from Walter Red Books LLC through our websites or official sales channels. This policy is incorporated by reference into our Terms & Conditions.

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## 2. PHYSICAL PRODUCTS – RETURNS

We accept returns for **defective, damaged, or incorrect physical items** within **30 days of delivery**.

To request a return, please contact us at [walter@walterredbooks.com](mailto:walter@walterredbooks.com) and include:

- Your order number
- A description of the issue
- Photographic evidence if the item arrived damaged

Returns must be approved before items are shipped back.

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## 3. NON-RETURNABLE ITEMS

The following items are **non-returnable and non-refundable**, except where required by law:

- Signed or personalized books (unless damaged in transit)
- Digital downloads or digital-only products
- Custom or made-to-order merchandise
- Limited editions explicitly marked as final sale

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## 4. REFUNDS

Approved refunds will be issued to the original payment method once the returned item is received and inspected.

- Original shipping costs are non-refundable unless the return is due to our error.
- Refund processing times depend on your payment provider and may take several business days to appear.

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## 5. EXCHANGES

We offer replacements or exchanges **only** for items that arrive defective, damaged, or incorrect.

If an item is no longer available, we may issue a refund at our discretion.

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## 6. LOST OR DAMAGED PACKAGES

If your order is lost in transit or arrives damaged, please notify us within **7 days of the delivery date** so we can assist with a carrier claim or replacement.

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## 7. DIGITAL PRODUCTS

All digital products are delivered electronically and are **non-refundable** once access has been provided.

If you experience technical issues accessing a digital product, we will make reasonable efforts to resolve the issue.

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## 8. CHARGEBACKS & DISPUTES

If you have an issue with your order, please contact us before initiating a chargeback or payment dispute.

Unauthorized or abusive chargebacks may result in account restrictions or refusal of future orders.



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## 9. INTERNATIONAL ORDERS

Customers outside the United States are responsible for any customs duties, VAT, or import taxes imposed by their country.

Shipping delays caused by customs processing are beyond our control and do not qualify for refunds.

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## 10. POLICY UPDATES

We reserve the right to update this policy at any time. Changes will be posted with a revised "Last Updated" date.

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## 11. CONTACT INFORMATION

For return requests or questions:

**Walter Red Books LLC**  
Email: [walter@walterredbooks.com](mailto:walter@walterredbooks.com)