AweLuv

Fulfillment Policy

Last Updated: February 26, 2025

Introduction

This Fulfillment Policy outlines the terms and conditions regarding the delivery of products and services purchased from Awe Luv Media, Awesomely Luvvie, The Book Academy, and/or Luvvie Ajayi Jones ("we," "us," or "our"). By making a purchase, you acknowledge that you have read, understood, and agree to be bound by this Fulfillment Policy.

Digital Products

Delivery Method and Timeframe

Our digital products, including but not limited to online courses, masterclasses, and educational content, are delivered electronically via email to the email address provided at the time of purchase. The specific delivery timeframe for each digital product is clearly stated on the respective product's checkout page and sales page prior to purchase.

Access Period

Unless otherwise specified, access to digital products is granted for the period stated in the product description at the time of purchase. Some products may offer lifetime access while others may have a defined access period.

Refund Policy

The Book Academy Course, Accelerator, and Bestselling Academy

- You may cancel your purchase within 48 hours of the initial purchase date.
- No refunds will be issued after the 48-hour cancellation period has elapsed.
- To request cancellation within the eligible period, please contact our customer support team at [support email].

Payment Plans

- If you select a payment plan option for any of our products or services, you are committing to complete all scheduled payments.
- In the event of a failed payment, you will have 7 days to make your account current.
- If payment is not received within 7 days of the failed payment date, access to the product or service will be suspended until the account is brought current.
- Suspension of access does not relieve you of the obligation to complete all remaining payments.

Patreon Community

- For month-to-month memberships, you may cancel at any time without penalty through the Patreon platform.
- Annual membership purchases are non-refundable, this includes annual memberships that are purchased as sponsorships for others.
- Cancellation of a membership will result in the loss of access to membership benefits at the end of the current billing period.

Physical Products

Shipping and Delivery

For physical products:

- Orders are typically processed within 1-3 business days.
- Shipping timeframes depend on the selected shipping method and destination.
- Tracking information will be provided via email once your order has shipped.
- International orders may be subject to customs duties and taxes, which are the responsibility of the recipient.

Returns and Exchanges

For physical products:

- Returns must be initiated within 30 days of receipt.
- Products must be returned in original, unused condition with all packaging and tags intact.
- Return shipping costs are the responsibility of the customer unless the return is due to our error.
- Refunds will be issued to the original payment method within 14 business days of receiving the returned item.
- Exchanges are subject to product availability.

Third-Party Retailers

All of Luvvie Ajayi Jones's books sold by independent retailers are subject to the refund, fulfillment, and return policies of those retailers. We are not responsible for purchases made through third-party retailers.

Force Majeure

We shall not be liable for any delay or failure to perform any obligation under the purchase agreement if the delay or failure is due to unforeseen circumstances or causes beyond our reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders, or any other force majeure event.

Changes to This Policy

We reserve the right to modify this Fulfillment Policy at any time. Changes will be effective immediately upon posting to our website. Your continued use of our services following any changes indicates your acceptance of such changes.

Contact Information

If you have any questions about this Fulfillment Policy, please contact us at:

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