



Returns & Refund Policy

This Returns & Refund Policy applies to purchases from **[Business Name]**, a sole trader business based in Norway.

Physical Products

All sales of physical products are **final**. We do not accept returns, exchanges, or cancellations simply because you change your mind.

If an item arrives **damaged, defective, or incorrect**, please contact us as soon as reasonably possible at **[email address]**, including your order details and, where relevant, photographs of the issue.

Nothing in this policy limits any rights you may have under **mandatory Norwegian consumer law**.

Digital Products

Due to the nature of digital products, **downloads and other digital products are non-refundable** once delivery or access has begun, to the extent permitted by applicable law.

By purchasing a digital product and requesting immediate access or delivery, you acknowledge that any statutory right of withdrawal may be lost once delivery of the digital content has begun, where permitted by law.

If you experience a technical problem with a digital product, please contact us and we will make reasonable efforts to resolve the issue.

Cancellations

Orders cannot normally be cancelled once they have been placed or processing/delivery has begun, subject to any cancellation or withdrawal rights that cannot legally be excluded.

Digital File Use

Digital files are for the purchaser's own use only unless otherwise stated.

They may **not be shared, redistributed, resold, copied for distribution, uploaded for others to access, or otherwise transferred to third parties** without prior written permission.

Contact

For questions about an order, damaged or defective products, or problems accessing a digital purchase, please contact:



Imaginations

Sole trader

Email: imagination.no@gmail.com

Norway