

Refund Policy

Return & Refund Policy

Below are the terms and conditions governing our return and refund policy for digital products purchased from Lavex LLC via Threads Helper.

Digital Products

All digital products, including software licenses and subscription services, are non-refundable once purchased. Digital products cannot be returned or exchanged after delivery. They do not become damaged, do not degrade over time, and remain accessible for the duration of your subscription or license term.

Physical Goods (If Applicable)

If physical products are offered, we accept returns or exchanges within 30 days of receipt. You may request store credit, exchange for another item, or a refund to your original payment method.

Exclusions:

This Refund Policy does not apply to custom development work, custom software modifications, or any specially tailored packages. Such services are subject to separate agreements.

Conditions for Returns of Physical Goods (If Applicable):

- Items must be unused and in the same condition as received.
- Original tags and packaging must be intact.

How to Initiate a Return or Exchange:

1. Contact us at info@threadshelper.com using the email address associated with your purchase.
2. Include your order ID and specify the items you wish to return or exchange.
3. If eligible, a prepaid shipping label will be provided by Lavex LLC.
4. Ship items using the provided label.

For further questions, please contact info@threadshelper.com.