

## **Refund Policy & Terms of Service**

### **REFUND POLICY REFUND POLICY**

Effective Date: July 5, 2025

We value your satisfaction and stand behind the quality of our products and services. Please read our refund policy carefully:

#### **PHYSICAL PRODUCTS (e.g., Apparel & Merchandise)**

- Returns: Accepted within 7 days of delivery.
- Condition: Items must be unused, unwashed, and in original packaging.
- Non-Returnable Items: Customized, limited edition, and final sale items are not eligible.
- Exchanges: If your item is defective or damaged, we'll replace it at no cost.

To initiate a return, email us at [info@americanfamilygroup.com](mailto:info@americanfamilygroup.com) with your order number and reason for the return.

#### **DIGITAL SERVICES (e.g., Design, Marketing, Consulting)**

- Due to the nature of digital services, all sales are final once work has begun.
- If no work has started and cancellation occurs within 48 hours of purchase, a full refund may be issued.
- We strive for satisfaction. If you are not happy with the final product, please contact us and we'll make it right.

#### **ROADSIDE ASSISTANCE / CONCIERGE SERVICES**

- If the service is canceled before dispatch, a full refund may be issued.

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- No refunds will be provided once a technician is en route or service has been delivered.

### TERMS OF SERVICE TERMS OF SERVICE

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By using our services or purchasing from our store, you agree to the following terms:

#### 1. SERVICES & PRICING

We reserve the right to adjust prices, services, or discontinue offerings at any time without notice. All prices are listed in USD.

#### 2. CUSTOMER RESPONSIBILITY

You agree to provide accurate, up-to-date information. For services like roadside assistance, incorrect location info may result in delays or additional fees.

#### 3. INTELLECTUAL PROPERTY

All logos, content, images, and branding on our site or materials remain the sole property of American Family Group. Do not duplicate, copy, or use without written permission.

#### 4. LIMITATION OF LIABILITY

We are not responsible for any indirect damages, delays, or losses due to third-party carriers, weather, or force majeure. Our liability is limited to the amount paid for the specific service or product.

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### **5. DISPUTE RESOLUTION**

In the event of a disagreement, both parties agree to resolve the matter through informal negotiation before pursuing legal action. All legal matters shall be governed by the laws of the State of Georgia.