

RETURN & REFUND POLICY

JohnDavisJade.com

Effective Date: 7/30/2026

This Return & Refund Policy applies to all purchases made through **JohnDavisJade.com** (the “Website”), operated by **Tishri Records Inc.** (“Company,” “we,” “us,” or “our”) on behalf of recording artist **John Davis Jade**.

By purchasing products, digital content, or merchandise through the Website, you acknowledge and agree to the terms of this Return & Refund Policy.

1. ALL SALES ARE FINAL

All purchases made through JohnDavisJade.com are **final and non-refundable**.

The Company does not offer:

- Refunds;
- Returns;
- Exchanges;
- Store credits;
- Order cancellations after purchase.

This policy applies to all products and services offered through the Website, including:

- Digital music downloads;
- MP3 files;
- Digital albums;
- CDs;
- Vinyl records;
- T-shirts;
- Hoodies;
- Apparel;
- Merchandise;

- Any other products or digital content sold through the Website.

By completing a purchase, you acknowledge that you have reviewed your order details and agree that all sales are final.

2. DIGITAL PRODUCTS

Due to the nature of digital products, all digital purchases are final.

Digital products include:

- MP3 downloads;
- Digital albums;
- Digital music files;
- Other downloadable content.

Once a digital purchase has been completed and access to the download has been provided, the purchase cannot be refunded, returned, or exchanged.

Digital products cannot be physically returned and cannot be verified after delivery.

3. PHYSICAL PRODUCTS

All physical merchandise sales are final, including:

- CDs;
- Vinyl records;
- Apparel;
- Hoodies;
- T-shirts;
- Other merchandise.

Customers are responsible for reviewing:

- Product descriptions;
- Sizes;
- Colors;

- Product details;
- Shipping information;

before completing a purchase.

The Company does not accept returns or exchanges due to:

- Incorrect size selection;
- Change of mind;
- Customer preference;
- Ordering the wrong item;
- Buyer's remorse.

4. PRINT-ON-DEMAND PRODUCTS

Some merchandise sold through JohnDavisJade.com may be produced through third-party print-on-demand manufacturing partners.

Because these products may be created specifically after an order is placed:

- Orders cannot be canceled once processing begins;
- Products cannot be returned;
- Products cannot be exchanged;
- Refunds are not provided.

Customers are encouraged to carefully review product information before purchasing.

5. DAMAGED OR INCORRECT ORDERS

All sales remain final.

However, if an item arrives:

- Damaged due to shipping;
- Defective due to manufacturing error;
- Significantly different from the product ordered;

you may contact us at:

tishrimail@tishri.net

within **7 days of delivery**.

Any request must include:

- Order information;
- Description of the issue;
- Photographs showing the damage or defect;
- Any additional information requested by the Company.

The Company may review the situation and determine, at its sole discretion, whether any remedy is appropriate.

Possible remedies, if approved, may include:

- Replacement of the defective item;
- Replacement of the incorrect item;
- Other resolution determined by the Company.

A request for assistance does not create an obligation for the Company to issue a refund.

6. LOST, STOLEN, OR MISDELIVERED PACKAGES

The Company is not responsible for:

- Packages marked as delivered by the shipping carrier;
- Incorrect shipping addresses provided by customers;
- Lost or stolen packages after confirmed delivery;
- Delays caused by shipping carriers.

Customers are responsible for providing accurate shipping information at checkout.

7. ORDER REVIEW BEFORE PURCHASE

Before completing a purchase, customers are responsible for confirming:

- Product selection;
- Quantity;
- Size;
- Color;
- Shipping information;
- Billing information.

Once an order is submitted, changes generally cannot be made.

8. CHARGEBACKS AND PAYMENT DISPUTES

Customers agree to contact the Company first at:

tishrimail@tishri.net

to attempt resolution of any purchase-related concerns before initiating a payment dispute or chargeback.

Unauthorized chargebacks or payment reversals may result in:

- Suspension of future purchases;
- Investigation of fraudulent activity;
- Collection efforts where appropriate.

Nothing in this section limits a customer's legal rights under applicable law.

9. LEGAL RIGHTS

This Return & Refund Policy applies to the fullest extent permitted by applicable law.

Nothing in this policy is intended to limit rights or protections that cannot legally be waived under applicable federal, state, or local laws.

Where applicable law requires a specific remedy, that requirement will apply.

10. CHANGES TO THIS POLICY

Tishri Records Inc. reserves the right to update or modify this Return & Refund Policy at any time.

Changes will become effective when posted on JohnDavisJade.com.

Your continued use of the Website or purchase of products after changes are posted constitutes acceptance of the updated policy.

11. CONTACT INFORMATION

Questions regarding this Return & Refund Policy may be directed to:

Tishri Records Inc.

On behalf of John Davis Jade

Email:

tishrimail@tishri.net

ACKNOWLEDGMENT

By purchasing from JohnDavisJade.com, you acknowledge that:

- You have read this Return & Refund Policy;
- You understand that all sales are final;
- You agree that refunds, returns, and exchanges are not provided except where legally required or otherwise approved by the Company.

END OF RETURN & REFUND POLICY

Next document:

Document 5 — Shipping Policy for JohnDavisJade.com

I will tailor it for:

- U.S.-only shipping
- Print-on-demand fulfillment

- CDs and vinyl
- Estimated production times
- Carrier delays
- Customer responsibility for shipping information
- Lost/stolen package protections.