

Return & Refund Policy

Effective Date: 27.05.2025

Website: www.brightlover.com

Operated by: Keeyp Publishing

We want you to be fully satisfied with your purchase. That's why we offer a 30-day satisfaction guarantee on eligible digital products. This Return & Refund Policy applies to all users globally, including customers based in the European Union (EU) and the United States (US), and complies with applicable consumer protection laws.

1. What Products Are Covered

This policy applies to the following digital goods sold on our Website:

- Ebooks (in PDF, EPUB, MOBI, or other formats)
- MP3 audio recordings or sound files
- Downloadable guides and files

Due to the nature of digital content, we do not offer refunds on:

- Services already rendered
- Subscription fees (unless otherwise stated)

2. Our 30-Day Satisfaction Guarantee

If you're not satisfied with a digital product, you may request a full refund within 30 days of purchase. You do not need to provide a reason — we want you to feel confident in your purchase.

Applies globally, including to residents of the United States and European Union.

3. How to Request a Refund

To request a refund, contact us via:

- Email: contact@brightlover.com
- Or use the contact form on our Website

Please include:

- Full name

- Email address used during purchase
- Product title (ebook or MP3)
- Transaction/order ID
- Purchase date and price
- Statement that you'd like to use the satisfaction guarantee

Refund requests must be submitted from the email address used to place the order.
Deadline: within 30 calendar days of purchase.

4. Processing Your Refund

- We will verify the request and issue a full refund within 14 calendar days.
- Refunds are made via the original payment method (e.g., credit card, PayPal).
- You will receive a confirmation email once the refund is complete.

5. Limitations & Non-Refundable Situations

We reserve the right to decline or delay a refund if:

- The request is made after the 30-day period
- The request is sent from a different email than used for purchase
- The product was shared, redistributed, or misused
- There is evidence of abuse of the return system (e.g., frequent refund requests)

6. Your Consumer Rights (EU Residents)

Under EU law (Directive 2011/83/EU):

- You may waive the right of withdrawal once a digital download or stream begins — unless the seller provides an additional satisfaction guarantee (which we do).
- This policy does not limit your statutory rights in any way.

7. Your Consumer Rights (US Residents)

In compliance with U.S. law and best practices:

- We clearly disclose the return window and refund conditions.
- We do not misrepresent product functions or refund terms.
- All refunds are handled promptly and transparently, in line with the Federal Trade Commission (FTC) guidelines.

California residents: You have the right to request details of the data associated with your

purchase (see our Privacy Policy).

8. Contact

If you have any questions, or want to submit a return request, contact:

Email: contact@brightlover.com

Website: www.brightlover.com

This Return Policy is written in accordance with:

- **Directive 2011/83/EU (EU consumer protection)**
- **U.S. Federal Trade Commission Act**
- **California Consumer Privacy Act (CCPA/CPRA)**
- **General Data Protection Regulation (GDPR)**