

## **GO TELL IT, LLC TERMS OF SERVICE**

### **SUBSCRIPTION AUTO RENEWAL**

By subscribing, you authorize us to charge you the subscription cost automatically, charged to the payment method provided until canceled. All subscriptions will auto-renew at the end of your subscription period. You can easily cancel the auto-renewal at any time without canceling your current purchased access by logging in to your account online.

### **RETURN AND REFUND POLICY**

We understand that sometimes refunds are necessary, and we strive to make the process as convenient as possible. Our Refund Policy is designed to provide you with peace of mind when purchasing from Go Tell It LLC.

### **SUBSCRIPTION PURCHASES:**

**The following GO! subscription refund policy is offered only on the Basic and Premium subscription levels. We do not offer refunds on the Platinum or Plus subscription levels.**

0-31 days after purchase, 75% refund

32-90 days after purchase, 50% refund

91 days+ after purchase, 0% refund

### **NON-SUBSCRIPTION PURCHASES:**

#### **Individual Units, VBS, Family Events and Other Non-Subscription Purchases**

All individual unit, VBS, and event purchases are final and non-refundable.

If you need to request a refund, please email us at [info@gocurriculum.com](mailto:info@gocurriculum.com) and include your account name, email contact and any information pertaining to your subscription purchase.

If you have any questions or concerns regarding our Refund Policy, please contact us at [info@gocurriculum.com](mailto:info@gocurriculum.com).

### **PHYSICAL PRODUCT PURCHASES:**

#### **Physical Product Return Policy**

You have 60 days from the date of shipment to return any products with a manufacturer defect. Please ensure that the return is initiated within this period to be eligible for a refund or exchange.

**To Start the Return Process:**

1. Contact customer service to initiate return and to receive a return shipping label. Email [info@gocurriculum.com](mailto:info@gocurriculum.com). Please include your order number, reason for return and whether you prefer a refund or an exchange.
2. Package items and attach return label emailed to you from GO! Curriculum. Send via USPS or UPS depending on shipping label.
3. **Refunds:** Once your return is received and inspected, we will send you an email notification. If your return is approved, a refund will be processed, and a credit will be automatically applied to your original method of payment.

**Exchanges:** If you prefer an exchange, we will send you the new item once the returned item is received.

**Return Shipping Address:** GO! Curriculum, PO Box 3, Grover MO 63040

**Condition of Returned Items:**

Returned items must be in the same condition as when you received them. They must be unused and in their original packaging with all tags and labels attached.

**GENERAL GUIDELINES**

A 12 Month Subscription License grants churches or organizations access to a variety of materials for a period of 12 months from the date of purchase. During this period, the church will be able to use the materials for their own internal use and for any services or activities that the church may provide. Every campus using GO! needs to have a current subscription to use GO! lessons and any downloaded material are licensed to be used within 12 months from purchase.

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