

Return and refund policys

Categories for our return and refund policys:

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1. [Physical products](#)

Physical products includes all material products from our website that requires need of physical shipping. Such as, but not limited to, t-shirts, bags, hoodies, hats and accessories.

Delivery

When will I get my order?

It takes 3-7 days to fulfil an order, after which it's shipped out. The shipping time depends on your location, but can be estimated as follows:

USA: 5- 8 business days

International: 10-20 business days

Where will my order ship from?

We work with an on-demand order fulfilment company with facilities worldwide!

Will I be charged customs for my order?

An additional customs and tax fee can occur on international orders. This fee is not in our control and is assessed by your local customs office. Customs policies vary widely for every country so please check with your local customs office directly to see if they apply duties and taxes to your purchases.

My order should be here by now, but I still don't have it. What should I do?

Before getting in touch with us, please help us out by doing the following:

- - Check your shipping confirmation email for any mistakes in the delivery address.
- - Ask your local post office if they have your package.
- - Stop by your neighbours in case the courier left the package with them.

Pro tip: Package theft is on the rise—I f you're expecting a home delivery and you know you won't be home to accept it, use an address where you know you'll be!

If the shipping address was correct, and the package wasn't left at the post office or at your neighbour's, get in touch with us at [insert your support email here] with your order number.

If you did find a mistake in your delivery address, we can send you a replacement order, but shipping will be at your own cost.

Pro tip: The zip code is the most important part of the address. Use a simple tool like [USPS ZIP code lookup](#)

to make sure you get it right!

Orders

How are your products made?

We work with a reliable, high-quality print-on-demand drop shipper. They have locations worldwide, so depending on where you are, your orders are printed and shipped from the facility that can do it most efficiently!

How do I track my order?

If your shipping method includes tracking, you'll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, drop us a line at [info@atuamusic.com].

I received a wrong/damaged product, what should I do?

We're so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at [info@atuamusic.com] within a weeks' time with photos of the damaged product, your order number, and any other details you may have about your order. We'll get back to you with a resolution as soon as possible!

Returns

What's your return policy?

We don't offer returns and exchanges, but if there's something wrong with your order, please let us know by contacting us at [info@atuamusic.com]!

Do you offer refunds?

Refunds are only offered to customers that receive the wrong items or damaged items. If any of these apply, please contact us at [info@atuamusic.com] with photos of wrong/damaged items and we'll sort that out for you.

Can I exchange an item for a different size/color?

At this time, we don't offer exchanges. If you're unsure which size would fit better, check out our sizing charts—we have one for every item listed on our store, in the product description section.

Though rare, it's possible that an item you ordered was mislabelled. If that's the case, please let us know at [info@atuamusic.com] within a week after receiving your order. Include your order number and photos of the mislabeled item, and we'll send you a new one, or issue a refund!

2. Digital products

Digital products includes all products that can be downloaded from our website without the need of physical shipping. Such as, but not limited to, pdf files, audio files and images.

Delivery

When will I get my order? Where will my order be sent to?

All digital products comes with either a direct download from purchase site, or a downloadable link for the product will be sent to the email adress you specified at checkout.

I did not receive a download link. What should I do?

Wait a moment to see if it arrives in your mailbox, smaller delays might occur. Check all folders in your mail, spam folders, promotional folders etc to make sure it has not arrived properly.

If you did not receive the purchased product, please contact us at [info@atuamusic.com] with a valid recite, or proof of purchased product.

Orders

I received a damaged product, what should I do?

If the download for the product, or the digital file itself is damaged please let us know immediately at [info@atuamusic.com]. State your issue and attach valid recite of purchase.

Returns policy

Since digital products can be copied multiple times by any user who has downloaded it, there is no way to return a digital product in a manner that we can be sure the product is fully returned without the returner keeping a copy for themselves. For that reason we can not offer any returns.

Do you offer refunds?

We offer no refunds for digital products, since a download is permanent and can't be returned like a physical product would, there is no way for us to control that the product is actually fully returned.

If you are unsatisfied with any digital product you purchased from us, please let us know at [info@atuamusic.com] and we will see if there is anything we can do to address this in a reasonable manner.

3. Services

Services includes all paid services that offers manual work from our team without the need of digital products, physical products or shipping, though these options can be combined within a single purchase the policies for each category might vary. Services we offer includes such as, but not limited to, mastering, consultation, management and mentoring.

Delivery

Delivery times vary from service to service and is either specified at the service product page, or is agreed upon in writing between the clients and our team. We reserve the right to change delivery times on our product pages, without further notice upon any time of our choosing to do so.

Where will my order be sent to?

If your ordered mastering, the finished master will be sent to the email you specified at purchase.

I did not receive the service I paid for. What should I do?

If you did not receive purchased service please contact us at [info@atuamusic.com] with valid receipt of purchase and we will look into this matter.

Returns

What's your return policy?

Since all our services requires manual work being made from us there is no way to return the service you purchased.

Do you offer refunds?

Since all our services requires manual work being made from us we can not offer refunds from the time we have started working, or for the work we have previously done.