

QA Payment & Financial Policy's

Due to the nature of the educational products sold, all QA Product sales are final!
You may contact aksp@theuplink.com with any questions or concerns.

REPLACEMENT OF ITEM DAMAGED IN SHIPMENT

IF AN ITEM IS RECEIVED IN DAMAGED CONDITION:

1. The recipient MUST CONTACT aksp@theuplink.com with proof of damage (i.e. pictures) within 24-hours of receipt of damage items
2. The recipient MUST KEEP ALL PACKAGING MATERIALS in support of insurance claim that may be filed with the Postal Service by the Shipper (AKSP / HealthWorks!)

DEFECTIVE PRODUCT

QA Products are warranted for 90 days from date of sale. Although it is not anticipated that products shipped are defective (e.g. DVD or CD missing video or audio), if you believe the product received is defective, contact aksp@theuplink.com for assistance.

QA DVDs: LOST, STOLEN, OR DAMAGED BY OWNER

UPON VERIFICATION, if a QA Session Attendee DVD Owner has lost (misplaced or had stolen) or damaged DVDs of any Session and wishes to purchase a replacement set, it will be made available at the discounted QA Course attendee price.

UNCONFIRMED SHIPPING ADDRESS

We accept orders from buyers with CONFIRMED SHIPPING ADDRESSES ONLY! If an order is received with an unconfirmed shipping address, we will issue a refund and ask the purchaser to order again using a confirmed address.

QA PRODUCTS PURCHASED FOR RESALE

Although all pertinent policies above apply to any QA Product purchase made, AKSP / HealthWorks! is NOT RESPONSIBLE for any QA Product purchased for resale that has subsequently been sold, transferred or shipped, to another party.