

# Onesimus LLC Refund & Return Policy

Effective Date: September 30, 2023

To be eligible for a refund or return, you must contact us within 14 calendar days of your invoice date. The product must be in the same condition that you receive it, undamaged in any way.

After we receive your item, our team of professionals will inspect it and process your refund. If the product is damaged in any way, or you have initiated the return after 14 calendar days have passed, you will **NOT** be eligible for a refund. We encourage our customers to try the product (or service) immediately upon arrival to ensure it fits their needs.

Any refund issued will be refunded to the original payment method used during the purchase. For credit/debit card or ACH payments it may take up to 10 business days for a refund to show up on your statement.

Software may **NOT** be returned.

Balances that are not paid by the payment deadline are subject to a fee of 1.25% every week until the balance is paid.

If you have any questions, feel free to contact our billing department at [help@onesimus.co](mailto:help@onesimus.co) or 405-338-7524 during normal business hours (Monday – Friday, 8 am – 5 pm).