

SHIPPING, RETURNS, REFUND & CANCELLATION POLICY

Effective September 1, 2024

1 Introduction

At Sales Progressive, we aim to provide a seamless and satisfactory experience for all our customers, vendors, and sales agents. This Shipping, Returns, Refunds, and Cancellation Policy outlines the procedures and guidelines for managing orders, deliveries, returns, and cancellations. Please read this policy carefully to understand your rights and responsibilities.

2 Shipping Policy

2.1. Shipping Options

- Standard Shipping: Orders are typically processed and shipped within 3-5 business days.
- Expedited Shipping: Available for select products. Expedited orders are processed and shipped within 1-2 business days.
- International Shipping: International shipping is available for certain products. Shipping times and costs vary based on the destination.

2.2. Shipping Costs

- Shipping costs vary depending on the product, shipping method, and delivery location. The total shipping cost will be displayed at checkout before you complete your purchase.

2.3. Order Processing Time

- Orders are processed within 1-2 business days. Orders placed after 5:00 PM (local time) or on weekends and holidays will be processed on the next business day.

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2.4. Delivery Times

- Delivery times vary based on the shipping method chosen and the destination. Standard shipping typically takes 5-7 business days, while expedited shipping takes 2-4 business days.

2.5. Tracking Information

- Once your order has been shipped, you will receive a shipping confirmation email with tracking information. You can use this information to track your order's delivery status.

2.6. Shipping Restrictions

- Certain products may be restricted from shipping to specific locations due to local regulations. If there is a restriction, it will be noted on the product page or during checkout.

3 Returns Policy

3.1. Eligibility for Returns

- Products can be returned within 30 days of delivery if they meet the following conditions:
 - The product is in its original, unused condition with all original packaging and accessories.
 - The product is not a final sale or marked as non-returnable.
 - The product was not damaged or altered after delivery.

3.2. Non-Returnable Items

The following items are not eligible for return:

- Final sale or clearance items.
- Personalized or custom-made products.
- Perishable goods, such as food and flowers.
- Gift cards and downloadable software.

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3.3. Return Process

- Request a Return: Contact Sales Progressive customer support at support@salesprogressive.com or through your account dashboard to request a Return Merchandise Authorization (RMA) number.
- Prepare the Return: Pack the product securely in its original packaging, including all accessories, manuals, and documentation.
- Ship the Return: Use the provided shipping label or your own method to ship the product back to the address specified by Sales Progressive. Return shipping costs are the responsibility of the customer unless the return is due to a defect or error on our part.
- Inspection and Refund: Once the returned item is received and inspected, we will process your refund within 7-10 business days. The refund will be issued to the original payment method.

3.4. Damaged or Defective Products

- If you receive a damaged or defective product, please contact us within 7 days of delivery. We will provide a replacement or issue a full refund, including shipping costs.

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Refund Policy

4.1. Refund Eligibility

- Refunds are available for returned products that meet the conditions outlined in the Returns Policy section. Refunds will be processed to the original payment method used for the purchase.

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4.2. Partial Refunds

- Partial refunds may be issued under the following circumstances:
 - The product is returned after the 30-day return window but within 45 days.
 - The product is not in its original condition, has missing parts, or shows signs of use not due to our error.

4.3. Refund Process

- Once we receive and inspect your return, we will notify you of the approval or rejection of your refund. Approved refunds will be processed within 7-10 business days. You will receive an email confirmation once the refund has been processed.

4.4. Late or Missing Refunds

- If you haven't received a refund yet, please check your bank account and contact your credit card company. If you still have not received your refund, please contact us at support@salesprogressive.com.

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Cancellation Policy

5.1. Order Cancellation by Customer

- Orders can be canceled before they are shipped. To cancel your order, please contact customer support at support@salesprogressive.com as soon as possible. Once an order has been shipped, it cannot be canceled and must be returned according to the Returns Policy.

5.2. Order Cancellation by Sales Progressive

- Sales Progressive reserves the right to cancel any order due to unforeseen circumstances such as product availability, payment issues, or violations of our terms and conditions. In such cases, you will be notified via email, and a full refund will be issued to the original payment method.

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6 Exchange Policy

6.1. Eligibility for Exchanges

- Products can be exchanged within 30 days of delivery if they meet the following conditions:
 - The product is in its original, unused condition with all original packaging and accessories.
 - The product is not a final sale or marked as non-exchangeable.
 - The product was not damaged or altered after delivery.

6.2. Exchange Process

- Request an Exchange: Contact customer support at support@salesprogressive.com to request an exchange. Provide the order number and details of the product you wish to exchange.
- Prepare the Exchange: Pack the product securely in its original packaging, including all accessories, manuals, and documentation.
- Ship the Exchange: Use the provided shipping label or your own method to ship the product back to the address specified by Sales Progressive. Exchange shipping costs are the responsibility of the customer unless the exchange is due to a defect or error on our part.
- Receive the Replacement: Once the returned item is received and inspected, we will ship the replacement product to you.

7 Changes to This Policy

7.1. Sales Progressive reserves the right to update or modify this policy at any time. Any changes will be posted on this page, and significant changes will be communicated via email or on our website.

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8 **Contact Information**

For questions or support, please contact:
Sales Progressive Support Team
Email: info@salesprogressive.com
Barbados