



Terms and Conditions

1. Introduction Welcome to Avidity ("we," "our," or "us"). By accessing or using our website and services, you agree to comply with and be bound by these Terms and Conditions. If you do not agree with these terms, please do not use our services.

2. Pricing All prices listed on our website are in **U.S. Dollars (USD)**.

3. Refund Policy We offer refunds under the following conditions:

- Items must be returned within **30 days** of purchase.
- Items must be in their original condition, unused, and in original packaging.
- Refunds will be processed to the original payment method within **7-10 business days** of receiving the returned item.
- Shipping charges are non-refundable unless the return is due to our error.
- Digital products, gift cards, and personalized items are non-refundable.

4. Shipping & Delivery Policy

- We exclusively ship via **UPS**.
- Orders are processed within **1-3 business days**.
- Standard shipping takes **3-7 business days** within the U.S.
- International shipping times vary and may take **7-21 business days**, depending on the destination.
- Shipping rates are calculated at checkout based on the destination and package weight.
- We are not responsible for delays due to carrier issues or customs clearance for international orders.
- Any items sold that are subject to **import/export restrictions** will not be shipped in any manner that violates those restrictions. At the time of publication of these Terms and Conditions, we do not currently sell or ship any items subject to restriction.

5. Return Policy & Process If you are not satisfied with your purchase, you may return it under the following conditions:

- The return must be initiated within **30 days** of purchase.
- Items must be unused, undamaged, and in their original packaging.
- To initiate a return, contact our customer service at [Your Contact Email] to receive a return authorization.
- Customers are responsible for return shipping costs unless the item is defective or incorrect.
- Once the return is received and inspected, a refund or store credit will be issued.



Processing the return and payment refund may take up to 21 days.

6. Cancellation Policy

- Orders can be canceled within **12 hours** of placement if they have not yet been processed.
- Subscription services (if applicable) can be canceled in accordance with their specific terms and will remain active until the end of the billing period. If canceled mid-period, we do not prorate refunds or other charges.
- To cancel an order or subscription, please contact us at support@avidityz.com from the email address associated with your subscription. Include your product/subscription and account details as appropriate. Do not send your payment information in any email communications or in any unsecured form.

7. Payment Processing & Security

- We use **Zoho** and **Stripe** for secure payment processing.
- All payment transactions are **PCI-compliant**, ensuring that your payment details are protected against fraud and unauthorized access.
- We do not store or view credit card information; all transactions are processed through secure payment gateways.

8. Privacy Policy

- We value your privacy and are committed to protecting your personal information.
- User information will not be shared or disclosed to any third party, except as necessary for order fulfillment or where required by law.
- We may use your information to communicate about your orders, provide customer support, and improve our services.
- For further details on how we handle your data, please contact us at support@avidityz.com

9. Promotions, Discounts, and Trials

- Any promotions, discounts (including "on-sale" and coupons), or trial offers provided by us will have clearly stated terms and conditions.
- Customers will be able to review these conditions before participating.
- The terms of the promotion, including eligibility, duration, and any exclusions, will be displayed on the relevant product or checkout page.
- We reserve the right to modify or cancel promotions at any time without prior notice.

10. Changes to Terms

We reserve the right to update these Terms and Conditions at any time. Any changes will be



Avidity

posted on this page and will take effect immediately upon publication.

By using our website and services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

For any inquiries, please contact us at support@avidityz.com.