

Shipping and Refund Policy

Thank you for shopping at www.sunmoney.com. Please, note that we are not shipping to the territory of the United Arab Emirates.

Please, read this policy carefully.

I. Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfil your order for any reason your credit card will be refunded.

II. Refund Policy regarding digital products and packages

Any purchase of any package or digital product may be cancelled and ask for a full refund within 24 hours of the purchase (in case of a wire transfer, within 24 hours of the launch of the purchase). This guarantee can only be initiated through the WebOffice, and once it is applied the purchase is cancelled. The refund of the purchase price take place within 30 days via a wire transfer to the bank account number provided in the WebOffice. Sunmoney's refund fee is the fee of the bank transfer up to 35 USD.

III. Refund Policy regarding physical products

Shipping Policy, and Turnaround:

All orders are shipped within 48 hours Monday - Friday 9am - 5pm (UAE Time).

Carriers:

We use the following carriers to deliver our orders:

UPS

FedEx

DHL

All carriers provide a delivery time range 5-28 days to all continents.

Order Tracking:

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have the chance not to place your order if you decide to cancel it.

Back Orders

If an item goes on back order, we will ship you the part of your order that is in stock. When the item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

Refund

We provide a refund for the physical goods within 5 days after reception. No refund will be given after 5 days after reception. The refund of the purchase price take place within 30 days via a wire transfer to the bank account number provided in the WebOffice. Sunmoney's refund fee is the fee of the bank transfer up to 35 USD.

Privacy Policy

This policy covers how we use your personal information. We take your privacy SERIOUSLY and will take all measures to protect your personal information.

What Information Do We Collect?

We only collect information that we need that is related to your order. This includes your:

Name

Email Address

Shipping Address

Billing Address

In addition we also collect information about your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, also help us to know what web browsers people are using, and find out where our visitors are coming from so that we can improve our marketing.

How Is your Information Used?

Your information is only used to fulfil your order. We do not sell or redistribute your information to ANYONE.

Security and Storage

Only your order data billing, shipping, and order contents data is stored on our server. We do not store your Credit Card data.

Cookies and Browser Information

Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.

How To Return An Item

Your item must be in its original, unused condition to be returned, unless there is a manufacturer defect. You must return the item within 30 days of your purchase.

1. Please, email to support@sunmoney.com to request a refund and we will assign you a tracking #.
2. Mail your returned item to:
PO Box: 4422, Creative Tower, Fujairah, UAE
3. Include in your package a signed letter stating the reason for your return and the original receipt.

We recommend contacting us for assistance if you experience any issues receiving or downloading our products.

IV. Contact us

If you have any questions about our Returns and Refunds Policy, please contact us:

By email: support@sunmoney.com

By visiting this page on our website: <http://www.sunmoney.com/>