



Return / Refund Policy

Retail merchandise purchased from shevaventures.com

EFFECTIVE DATE	STANDARD RETURN WINDOW	REFUND METHOD
May 1, 2026	30 days from delivery	Original payment method

We want customers to receive the correct product in the expected condition. This policy explains when merchandise may be returned, how refunds are handled, and which categories require special treatment.

SUMMARY

Eligible physical merchandise may generally be returned within 30 days of delivery. Returned products must be complete, in new or like-new resalable condition, and include original packaging and accessories. Opened, used, incomplete, or altered items may be refused or may be subject to a restocking deduction of up to 15%.

Standard 30-Day Return Window

Unless a product page, invoice, quotation, or written agreement states otherwise, eligible physical merchandise may be returned within 30 calendar days after the carrier records delivery.

A return request must be initiated within the 30-day period. Once return authorization is provided, the item should be shipped promptly and within the timeframe stated in the authorization instructions.

Return Eligibility Requirements

- Proof of purchase from Sheva Ventures is required.
- The item must be returned with the correct serial number and must not have an altered, removed, or mismatched serial/identification label.
- The item must include the original manufacturer box and internal packaging, manuals, warranty cards, cables, chargers, caps, cases, adapters, accessories, bundled items, and promotional/free items that were included with the order.
- The item must be in new or like-new resalable condition, free of scratches, impact damage, liquid exposure, smoke/odor, excessive wear, modification, or other customer-caused damage.
- Electronic products must be logged out of personal accounts, factory reset where appropriate, and free of passwords, activation locks, device-management locks, or personal data.

Restocking Deductions

If a return is otherwise eligible but has been opened, handled beyond reasonable inspection, or is missing packaging or accessories and can still be resold, Sheva Ventures may deduct a restocking amount of up to 15% of the purchase price to reflect reduced resale value and reconditioning/packaging costs.

A restocking deduction will not be imposed for a verified item that arrived defective, materially damaged in transit, or materially different from the item ordered, unless the condition was caused after delivery.

Non-Returnable / Final-Sale Categories

- Products clearly marked “Final Sale,” “As Is,” “No Returns,” or similar wording before purchase.
- Special-order, custom-configured, personalized, made-to-order, or specially sourced products received as ordered.
- Opened consumables or limited-life products, including film, paper, bulbs/flash tubes, batteries, adhesives, cleaning materials, or similar consumables when they cannot be resold as new.

- Opened software, activation-code products, downloadable/digital goods, license keys, or other items whose value is compromised once opened or activated.
- Products damaged, modified, abused, or used beyond reasonable evaluation after delivery.
- Equipment rentals, rental fees, service fees, completed production services, and custom studio/buildout packages, which are governed by their applicable rental/service agreement or quotation.
- Gift cards or store credit, except where required by law.

Defective, Incorrect, or Transit-Damaged Orders

Please inspect the shipment promptly upon delivery. Visible shipping damage, missing contents, or an incorrect item should be reported as soon as possible and preferably within 3 business days so that carrier and fulfillment claims can be preserved.

A manufacturing defect discovered within the standard return window may be handled by refund, replacement, exchange, or manufacturer warranty service depending on the product, availability, and applicable warranty rights. Reporting a problem after 3 business days does not waive any non-waivable warranty or consumer right.

How to Start a Return

- Contact Sheva Ventures at (945) 268-2533 or shevaventures1@gmail.com and provide the order number, item, reason for return, and photographs if damage or a condition issue is involved.
- Wait for return authorization and shipping instructions before sending the product.
- Pack the item securely. Do not place shipping labels directly on the manufacturer retail box unless instructed.
- Use a trackable shipping service. For customer-remorse returns, the customer is responsible for return shipping and bears the risk of return transit until the item is received, subject to applicable law. Shipment protection is recommended for high-value returns.

Refund Processing

After the return is delivered, Sheva Ventures will inspect the item and determine eligibility and any disclosed deduction. Approved refunds are issued to the original payment method.

Please allow approximately 5-10 business days after inspection for the refund to be initiated. Your bank or card issuer may require additional time to post the credit.

Original outbound shipping, expedited-shipping charges, and optional shipment-protection charges are generally nonrefundable, except where required by law or where the return is caused by our verified fulfillment error or a covered shipping event.

Exchanges

Where stock is available, Sheva Ventures may offer an exchange. We may instead process the transaction as a return and a new order, particularly when the replacement item has a different price or SKU.

Bundles, Promotional Items, and Free Gifts

If an order included a bundle discount, promotional item, or free gift, all associated items must be returned to receive the full eligible refund. If an associated item is kept, its stated or reasonable retail value may be deducted from the refund.

Return Abuse and Fraud Prevention

We may refuse a return where there is evidence of serial-number substitution, parts swapping, counterfeit substitution, intentional damage, repeated return abuse, false carrier claims, or other fraudulent conduct. We may document product serial numbers and condition before shipment for loss-prevention purposes.

California Consumer Rights

This policy is intended to be displayed conspicuously with the online ordering process. Nothing in this policy limits rights that cannot be waived under California law or other applicable consumer-protection law.

Contact

For return authorization, refund questions, or an order problem, contact Sheva Ventures using the information below and include your order number.

Sheva Ventures

Address: 1310 Idlewood Rd, Glendale, CA 91202

Tel: (945) 268-2533

Email: shevaventures1@gmail.com

Website: shevaventures.com