

Shipping & Refund Policy

Order Process

1) Order confirmation (Stripe)

- You'll receive an email confirmation from Stripe.
- This email includes your purchase details and receipt information.

2) Order email from WODMotions

- You'll receive a separate email from **WODMotions** confirming your order and next steps.

Shipping

- **Dispatch time:** We ship your sensor within **4–5 business days** after purchase.
- **Shipping carriers:** We ship using **DHL Express** or **DHL Freight**.
- **Estimated delivery time:** Delivery typically takes **3–7 business days** after dispatch (depending on destination and carrier).
- **Tracking:** Once your order ships, you'll receive an email from **DHL** with tracking details.
- **Delivery delays & incorrect details:** Delivery timelines are handled by our shipping partners. We can't take responsibility for delays caused by the carrier or for incorrect shipping details entered at checkout.
- If your order is delayed or missing, contact us at **support@wodmotions.com** and we'll do our best to help.

Getting started: After your product ships, we'll email you instructions on how to download the app, register, and get started.

Taxes & Duties

- **Taxes and duties are not included** in the final price at checkout.

- Your order may be subject to **local taxes and import duties**, depending on your country.
- These charges are set by the destination country and vary by location—**WODMotions cannot calculate them in advance**.
- **WODMotions does not cover** any taxes, duties, or related charges.
- Taxes and duties on **refused or unclaimed packages** are not covered by WODMotions.

For details, please contact your local customs authority.

EU customers

VAT will be applied according to your country of residence and it will be included in your receipt.

US customers

Your order ships under DAP – Delivered at Place (Incoterms® 2020).

Import duties, customs fees, and local taxes are not included and may be charged by the carrier or customs authority upon import. These charges are payable by the recipient.

Return & Refund Policy (14-Day Trial)

- You can try the product for **14 days**. If you're not satisfied, contact support@wodmotions.com to request a return.
- **A return shipping fee applies.**