

# 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.
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## 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.

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## 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.

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## **Return & Refund Policy (14-Day Trial)**

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