

BrightArrow Technologies Fulfillment Policy

1. Refund Policy

BrightArrow Technologies offers refunds under the following conditions:

- Refunds are only available within **30 days of the initial purchase** for new customers who are unsatisfied with the service.
- Refunds will not be issued for used services, partial months of service, or any non-refundable fees associated with setting up or licensing.
- Requests for refunds must be submitted in writing to Sales@BrightArrow.com detailing the reason for the request.
- Approved refunds will be processed within **7–10 business days** and credited to the original payment method.

2. Shipping & Delivery Policy

BrightArrow Technologies primarily offers software as a service, so no physical shipping is required.

- Software licenses and access credentials will be delivered via email within 2 business days of payment processing.

3. Return Policy & Process

Since BrightArrow Technologies provides digital services and software, returns do not apply to software licenses, subscriptions, or digital products.

4. Cancellation Policy

Customers may cancel their subscription or service plan under the following conditions:

- Annual subscriptions can be canceled, but after the first 30 days there are no refunds.
- To cancel a subscription, customers must submit a cancellation request via email to Sales@BrightArrow.com.
- If the service includes a contract, cancellation terms in the contract supersedes these generic terms.

For any questions or concerns, please contact our sales team at Sales@BrightArrow.com or call **(425) 558-2100**.