

Silverton Consulting product Refund policy

All publications are covered by our 100% satisfaction guarantee. If you are not completely satisfied with any purchase, simply return it, undamaged within 30 days and you will receive a full 100% refund of the cover price and any state taxes paid on the purchase.

For printed (hard copy) documents, just mail them back to us with a letter (address below). If a PDF or other electronic copy was included in your order, please wipe it from your computer and destroy any printed copies of the downloaded material. Then send a letter to the address below indicating that you have done so.

Here's the return address you **must** use for letters and products:

Silverton Consulting Returns
P.O. Box 492
Broomfield, CO 80038-0492

Silverton Consulting product Cancellation policy

Any item can be cancelled if it is not in the shipment process. In order to understand if an ordered item is in the shipment process you must contact Silverton Consulting at 720-221-7270 and provide the customer name and order number.

Silverton Consulting service Refund policy

Consulting services are not refundable once work commences. Prior to work commencement, 100% of committed payments will be refunded. However any travel expenses that have already been incurred will be expensed and withheld from any refunded amount.

Silverton Consulting service Cancellation policy

Consulting services are not refundable once work commences. Prior to work start, the buyer of the offering can cancel the service and any received payments will be refunded minus any travel expenses that have already been incurred.

How refunds will be made

Any cancelled or refunded funds will be provided in the same fashion as the payment was supplied.

- For credit card purchases, money will be credited to the account that the purchase was done under. You will need to supply the original credit card number that was used for the purchase to obtain any refund.
- For check purchases, money will be sent to you via business check at the ship to address on the invoice.