



RICH OFF PICKS

Delivery & Returns

@ Effective Date: November 5 2025

Company: Rich Off Picks LLC

Contact: hello@richoffpicks.com

Digital Delivery Policy

All products and services provided by **Rich Off Picks** are **100% digital** and delivered **electronically via email**.

No physical goods are shipped.

Upon completing your purchase, you **receive immediate access** to digital sports analysis, opinions, and/or subscription-based analytics. Delivery is considered complete when:

- Your order is confirmed
- The digital content is sent to the email address you provided
- You gain access to ongoing subscription emails (if applicable)

It is the customer's responsibility to:

- Provide an accurate and accessible email address
- Check spam/junk/promotions folders
- Mark emails from Rich Off Picks as "Not Spam" to ensure future delivery
- Notify support if emails are not received within a reasonable time



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Refund Policy — All Sales Final

All Rich Off Picks products are **non-tangible digital content** delivered instantly. Because digital content **cannot be returned, all sales are final**.

Refunds **are NOT provided** for:

- Performance or win/loss results
- Perceived value of analysis
- Financial outcomes or losses
- Unrealistic expectations
- Dissatisfaction with sports outcomes
- Not receiving the results you hoped for
- Changing your mind after purchase
- Not checking your email or spam folder
- Claiming you didn't receive picks when our system shows successful delivery

Approved Exceptions Only (Strictly Limited)

Refunds may only be granted under the following **verified circumstances**:

1. **Duplicate orders** made accidentally
2. **Technical delivery failures** on our end (confirmed by our logs)
3. **Accidental double charges** caused by the payment processor

If any exception applies, you must notify us **within 7 days** at:

 hello@richoffpicks.com

We reserve the right to request:

- Proof of the issue
- Order verification
- Identity confirmation
- Screenshots or documentation to validate technical claims

Requests that do not meet the approved criteria will be denied.

Chargeback Policy & Acknowledgment

By completing a purchase, you agree that:

- You are purchasing **digital analysis and sports opinions**, not guaranteed results
- You understand **past performance does NOT guarantee future results**

- You are receiving **instant digital delivery**
- You **waive chargeback rights** for reasons outside of the approved exceptions
- Filing a chargeback for non-approved reasons is considered **fraudulent misuse of the payment system**

We provide full digital delivery and access logs to payment processors in the event of a dispute.

Legal Disclaimers

Rich Off Picks provides sports analysis and opinions for informational and entertainment purposes only.

- We do **not** guarantee outcomes, accuracy, or future results
- Gambling involves financial risk
- Only wager what you can afford to lose
- You are solely responsible for your financial decisions
- We are **not liable** for financial losses or betting decisions made based on our content

You are responsible for maintaining your internet connection and device compatibility to access digital materials.

CUSTOMER CARE

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