

The Hadron Group Return Policy

Your confidence and trust in The Hadron Group, Inc., Hadron's Distributor Partners and the integrity of the Brain Mode® Power learning system is important to us.

On-Line Products (Downloadable reports and software)

1. Our return policy for on-line products applies to any defect or a problem relating to the server programming that creates your personalized report. Customized or personalized materials are non-returnable unless there is a defect or problem as stated.
2. You must report the situation within 7 days of your original transaction by sending an email message to the Distributor that appears on the front and last page of your downloadable report.
3. Your request must state your name, address, phone number, email address and the nature of the problem.
4. You will be given a new link to the on-line site for another registration. Your Distributor will call and/or email you to resolve the matter to your full satisfaction.

Physical Products (Assessment packages, Books, CD's and DVD's)

1. Our return policy for physical products applies to:
 - a. Damaged goods, printing defects and/or omitted materials
 - b. Products returned in re-sellable condition
2. You must report the situation within 7 days of your original transaction by sending an email message to the Distributor that appears on the physical product.
3. Your request must state your name, address, phone number, email address the nature of the problem or the reason why you want to return the product.
4. You will be given a choice of a new product or a complete refund, with a receipt of purchase. Your Distributor will call and/or email you to resolve the matter to your full satisfaction.
5. Your Distributor will credit your credit card within 5 days if you select the refund option. We will ship the replacement product at our cost to your designated mailing address if you select this option.