

# Housing Education and Research Association (HERA)

## Return and Refund Policy

Thanks for supporting the Housing Education and Research Association ([www.housingeducators.org](http://www.housingeducators.org)).

If you are not entirely satisfied with your purchase, we're here to help.

### Returns

You have 30 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it.

### Refunds

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund.

If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

### Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

### Contact Us

All returns should be shipped to the address below. If you have any questions on how to return your item to us, contact us at:

Housing Education and Research Association (HERA)

Attn: Mike Vogel, Executive Director

310 Arete Drive

Bozeman, MT 59718

Ph: (406) 581-2432

Email: [housingeducators@gmail.com](mailto:housingeducators@gmail.com)