

Light 2 Minds — Shipping & Return Policy

Effective Date: July 13, 2026

1. Introduction

At Light 2 Minds, we understand how exciting it is to receive your order. Whether you've purchased a sensory product, a support kit, or educational resources, our goal is to get your order to you as quickly and efficiently as possible, and to make sure you're satisfied with your purchase. This policy covers both shipping and returns for orders placed through light2minds.com.

2. Order Processing

Most orders placed Monday through Friday before 12:00 PM EST are typically processed and shipped the same business day. Orders placed after 12:00 PM EST, on weekends, or on holidays are generally processed on the next business day. Processing times may occasionally be extended during holidays, product launches, or periods of high order volume.

3. Where We Ship

Light 2 Minds proudly operates from Florida, USA. At this time, we ship to addresses within the continental United States only. We currently do not offer shipping to Alaska, Hawaii, Puerto Rico, other U.S. Territories, or international destinations. If you are located outside our standard shipping area, please contact us before placing your order — we may be able to offer alternative arrangements.

4. Shipping Carriers and Delivery Estimates

We partner with trusted carriers, including USPS and UPS. The carrier used may vary depending on order size, destination, and the shipping method selected at checkout. Delivery timeframes shown at checkout are estimates and are not guaranteed; once a package leaves our facility, delivery is managed by the carrier, and factors such as weather, carrier delays, holidays, or other unforeseen circumstances may affect delivery times.

5. Tracking Your Order

As soon as your order ships, you will receive a confirmation email with tracking information. Please allow up to 24 hours for tracking updates to appear after your shipping label has been created.

6. Incorrect Shipping Addresses

Please review your shipping information carefully before submitting your order. Light 2 Minds is not responsible for delays or lost packages resulting from incorrect or incomplete shipping addresses provided at checkout.

7. Damaged, Lost, or Missing Packages

If your order arrives damaged, is missing items, or you receive the wrong product, please contact us within 10 days of delivery at info@light2minds.com and include photos of the product, packaging, and shipping label whenever possible.

8. Digital Products

Digital products — including study guides, downloadable resources, flashcards, and online courses — are delivered electronically and do not require shipping.

9. Returns for Physical Products

We accept returns of eligible physical products within 30 days of delivery. Returned items must be unused, in original condition and packaging, and include all original components and accessories. Proof of purchase may be required. Customers are responsible for return shipping costs unless the item was received damaged, defective, or incorrect; original shipping charges are non-refundable.

10. Non-Returnable Items

The following items are not eligible for return, exchange, or refund, and all sales of digital products and educational content are final:

- Digital downloads, study guides, online courses, practice exams, and flashcards
- Consultation services already provided
- Gift cards
- Personalized or custom-made products
- Clearance or final sale items
- Opened oral sensory products or chewable items

11. Return Authorization Process

Before returning any product, please obtain a return authorization by contacting info@light2minds.com and including your full name, order number, product(s) being returned, and reason for return.

12. Refunds

Once a returned item is received and inspected, we will notify you of the status of your refund. Approved refunds are issued to the original payment method. Please allow up to 5 business days for inspection and processing, plus additional time for your financial institution to post the refund.

13. Exchanges

If you would like to exchange an eligible product, please contact us before returning the item. Once the original product has been received and inspected, we will process the exchange.

14. Consultation Services

Consultation fees are non-refundable once a consultation has been completed. Rescheduling requests must be submitted at least 24 hours before the scheduled appointment.

15. Order Cancellations

Physical product orders may be canceled only if they have not yet entered processing or shipment. Digital products, courses, and downloadable materials cannot be canceled once access has been granted.

16. Contact Us

Light 2 Minds

Email: info@light2minds.com

Thank you for choosing Light 2 Minds.