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We commit to delivering the digital assets you purchase. For this reason, we offer replacement files, as outlined below.

Replacement of Missing or Damaged Files

In the two circumstances described below, we offer replacement files.

1. THE FILE DID NOT DOWNLOAD AT PURCHASE

If the file did not download at purchase, we will provide you with a replacement file. Please email us **within three (3) business days from the date of purchase**. Our email address is nisi@novacokids.com

Please follow these instructions:

- In the subject line, please include “Unsuccessful Download.”
- In the body of the email, please provide your name.
- Please also provide the name of the digital file you purchased.

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Typically, our response time is within 1 business day.

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Please review your file after downloading it. In the event a file is damaged or faulty, we will provide you with a replacement file. Please email us **within three (3) business days from the date of purchase**. Our email address is nisi@novacokids.com

Please follow these instructions:

- In the subject line, please include “Damaged File.”
- In the body of the email, please provide your name.
- Please also provide the name of the item you purchased and the purchase date.
- Please attach your copy of the damaged file.

If your request is emailed to us **within three (3) business days from the date of purchase**, and it complies with the instructions above, we will reply with a replacement file.