Grounding Threads BY SERENOVA • HF Studios

Orders Shipping Returns and Refunds Guide

Effective Date	November 8, 2026
Legal Owner	Hann Madgyesy
Operator	Hann Madgyesy / Grounding Threads by Serenova
General Contact	groundingthreads_help@serenov-a.online
Legal Contact	groundingthreads_legal@serenov-a.online

Applies to: Grounding Threads by Serenova storefront and related communications

Who sells the products

Products offered through this storefront are sold by Fourthwall. Fourthwall processes payments and, except where a product page expressly states otherwise, coordinates manufacturing, fulfillment, shipping, returns, and refunds. Grounding Threads by Serenova supplies or selects creative designs and storefront content but is not the seller of record for Fourthwall products.

Production and product appearance

Many products are made or printed after an order is placed. Product images are intended to show the design and general appearance. Minor differences in color, placement, scale, texture, or material may occur because of device displays, garment sizes, production methods, and manufacturing tolerances. These differences do not alter any rights provided by Fourthwall's policies or applicable law.

Order confirmation and changes

Customers should review product, size, color, shipping address, and quantity before completing checkout. Whether an order can be changed or canceled depends on its status and Fourthwall's current rules. Use the support information in the order confirmation promptly if help is needed.

Shipping and delivery

Available methods, charges, destinations, estimated timing, taxes, duties, and tracking information are presented by Fourthwall during checkout or in order communications. Estimates are not guarantees unless expressly stated. International customers may be responsible for duties or import charges as disclosed at checkout or required by local law.

Returns refunds and damaged items

Eligibility, deadlines, documentation, return shipping, replacements, and refunds are determined by Fourthwall's current merchandise terms, return and refund policies, checkout disclosures, and applicable consumer law. Customers should use the Fourthwall support channel linked in their order confirmation or the storefront contact page. This guide does not reduce or replace any mandatory cancellation, withdrawal, legal-guarantee, return, refund, or other consumer right.

Customer support checklist

- Keep the order confirmation and order number.
- Describe the issue clearly and identify the affected item.
- For damage, defect, or an incorrect item, include clear photographs when requested.
- Do not mail a return until Fourthwall or its support channel provides the applicable instructions.
- Never send full payment card numbers by email.

Store contact

For design, brand, or website questions: groundingthreads_help@serenov-a.online.
For legal or intellectual property questions: groundingthreads_legal@serenov-a.online.
For an order, use the Fourthwall support information shown in the order confirmation or storefront support page so the seller can locate the transaction.