

# Natural Help 4...

# Inflammatory Bowel Disease



## What is Inflammatory Bowel Disease?

Inflammatory bowel disease (IBD) is a chronic disorder that causes **inflammation and swelling in the digestive tract** or intestinal wall. When the digestive tract becomes chronically inflamed or irritated, bleeding sores called ulcers develop. These ulcers can cause abdominal pain, severe diarrhea, blood in the stool, fatigue, reduced appetite, weight loss, or fever.

There are **two common forms of inflammatory bowel disease** – ulcerative colitis (UC) and Crohn's disease (CD). Both conditions may appear to be clinically very similar, and often diagnosing which type of IBD a person has can be difficult.

Ulcerative colitis involves **inflammation of the colon and rectum**. Crohn's disease can affect any part of the digestive tract and can spark off mal-absorption, as well as chronic vitamin and nutrient deficiencies. Other inflammatory bowel diseases include collagenous colitis, lymphocytic colitis, and diversion colitis.

## Diagnosing Inflammatory Bowel Disease

Inflammatory bowel disease is **difficult to diagnose** and is often mistaken for irritable bowel syndrome. The inflammation that is typical of Crohn's disease and ulcerative colitis is not present in irritable bowel syndrome. The diagnosis is based on the person's symptoms, medical history, as well as a physical examination.

## Tests Used to Help Make a Diagnosis

Several tests may be performed to rule out any other possible conditions, which include:

- Blood tests
- Stool samples
- Barium enema to check for Crohn's disease
- A flexible sigmoidoscopy may be performed using a thin tube with a light into the rectum to check the lower part of the colon and rectum for signs of ulcerative colitis or Crohn's disease
- Colonoscopy involves inserting a thin tube with a light through the rectum and into the colon
- CT or CAT scan

## Symptoms of Inflammatory Bowel Disease

Symptoms of inflammatory bowel diseases can range from mild to severe and what

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It is not intended to diagnose or treat any medical condition. Nothing in this ebook is intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition.

Never disregard professional medical advice or delay in seeking it because of something you have read in this ebook or on ANY website.

may initially be a mildly uncomfortable condition can gradually develop into an intensely painful condition. These symptoms include:

- Chronic diarrhea
- Abdominal cramps or pain
- Fever
- Blood or mucus in stool
- Weight loss or loss of appetite
- Inflammation in joints, eyes or skin

## What Causes Inflammatory Bowel Disease?

The [causes of inflammatory bowel disease](#) are unknown. Research suggests that the following factors may play a role:

**Compromised immune system:** Normally, the immune system protects the body and fights off viral infections or bacterial infections. However, in people with IBD, the immune system overreacts to something in the digestive system and causes ongoing inflammation, ulcers, and other problems. Researchers believe that a virus or bacterium may be the trigger causing the immune system to react this way.

**Hereditary factors:** IBD tends to run in families, and at least 10 percent of people with either Crohn's disease or ulcerative colitis can identify a family member who has their condition. Women who have family members with IBD have more chance of developing IBD compared to other people. An inherited gene also plays a role with IBD and it is especially common amongst people of Jewish descent.

**Environmental factors:** Environmental factors that are linked to IBD include:

- A lifestyle that includes little physical activity
- Higher socioeconomic status
- Living in a developed country

In addition, stress, smoking, and certain foods can also exacerbate the symptoms of IBD.

## Help for Inflammatory Bowel Disease

The [treatment of IBD](#) usually involves reducing and controlling the symptoms with medication, adjusting dietary requirements, and incorporating exercise into your lifestyle. The primary aim of treatment is to get rid of inflammation. Medications that may be prescribed include **anti-inflammatories, antibiotics, steroids, and immune-system modulators**. Over-the-counter medications such as anti-diarrheals, laxatives, and pain relievers for mild episodes are also available.

In some cases, symptoms that are limited to the bowel near the rectum may require an enema. More **severe cases of ulcerative colitis may require surgery**, where part or sometimes even the entire colon is removed. With Crohn's disease, colon surgery would not be able to cure the disease, but only be able to correct the complications.



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### Michele Carelse, Clinical Psychologist



All of our natural remedies are formulated by our expert team of herbalists, naturopaths and homeopaths, and headed by Michele Carelse.

Michele has had years of experience in the manufacturing and use of natural remedies. In addition, she is a trained Clinical Psychologist and has been incorporating natural remedies into her treatment of patients with depression, anxiety, ADD, ADHD and stress for many years with spectacular results.

Dietary changes are also very important. Eating healthily, **including plenty of fiber into your diet**, and excluding dairy products will all help you to control the [symptoms of IBD](#).

Exercising regularly will also **help to relieve muscle tension** and joint pain often brought about by this condition. In addition, it may also be helpful to consult with a counselor or therapist to manage stress and depression often associated with this disease.

Natural and holistic treatments can also help to reduce symptoms and **prevent the flare-ups of inflammatory bowel disease**. Treatments such as herbal and homeopathic remedies are gentle to use without the harsh side effects of conventional medicines.

Therapeutic herbs such as Matricaria recutita (German Chamomile) have **anti-inflammatory, anti-spasmodic and calming properties**, while Filipendula ulmaria (Meadowsweet) can help to protect the digestive tract and reduce stomach acid secretions. In addition, Ulmus fulva (Slippery Elm) reduces digestive pain and irritation, while Sutherlandia frutescens ('Cancer Bush') is a medicinal herb used as a powerful tonic to treat chronic and acute digestive complaints, as well as internal cancers.

## How to Prevent IBD Flare-ups

- **Eat a high-fiber diet** of whole grain bread, whole wheat pasta, brown rice, fruit, vegetables, dried fruit and nuts (NOTE: Some individuals find that wheat products worsen their symptoms).
- **Include protein** such as lean meats and fish in your diet to relieve symptoms of IBD.
- **Try to eat small, frequent meals** even during a flare-up.
- **Exercise regularly** to reduce stiffness, maintain joint motion, and strengthen the muscles around the joints.
- **Drink lots of fluid** and at least 8-10 glasses of water daily to keep the body hydrated and prevent constipation.
- **Avoid foods containing lactose** if you are lactose intolerant.
- **Reduce your intake of caffeine and alcohol**, as these may aggravate IBD symptoms.
- **Increase your intake of multivitamins** and fish oil capsules to replace lost nutrients.
- **Limit gas-producing foods** such as broccoli, dried peas and lentils, chives, onions, and carbonated drinks.
- **Practice deep breathing exercises** to encourage motion of the ribs.
- **Stop smoking in a natural manner**, as smoking has been known to worsen IBD.

## The Natural Approach

While Western medicine has become the norm in many cultures, it is not the only treatment option. Conventional western medicine, often called allopathic medicine, is the system of medicine taught at most medical schools and most pharmaceutical and synthetic medicines are manufactured and marketed according to the principles of allopathic medicine. Allopathic medicine is also sometimes called orthodox medicine.

## Ask Our Experts a Product Question

If you have a question about one of our products, its usage or dosage, ask Michele and her team of experts about about it [HERE!](#) We will do our best to get you an answer within 24 hours.

## Great Health Sites

[Naturally Beautiful Me](#)

[Natural Pet Health Blog](#)

[Natural Holistic Health](#)

[Mom's Blog](#)

[Health or High Water](#)

[Pet Herbal Info Blog](#)

[The Natural Beat Blog](#)

[PetAlive Natural & Herbal Remedies for Pets](#)

[Native Remedies - Natural & Herbal Remedies](#)

[Remedies4 - Free Natural Health Ebooks](#)

Because most of us in the Western world have grown up in a society in which allopathic medicine is the prevailing norm, we forget that, only a few decades ago, homeopathic, herbal and other natural medicines were commonly available – and freely used even by conventional doctors. While there are often heated debates about which system of medicine is ‘better’ than the other, many responsible doctors (whether they are allopathic or not) recognize that both have a role to play in the treatment program.

Natural medicine has often been frowned on by conventional doctors, especially by those who did not have sufficient knowledge of these medicines. However, it is encouraging to note that some medical schools are now beginning to re-introduce it into their course work, thereby providing doctors with a wider range of treatment options from which to choose. In many countries, especially in Europe, India and China, natural and homeopathic medicines are commonly prescribed by conventional doctors and represent a significant part of the total annual drug sales.

Naturopathy is a branch of medicine (just as allopathy is a branch of medicine) which operates according to the underlying philosophy that the body has an innate capacity to heal itself. While natural medicines are often called ‘alternative’ or ‘complimentary’ medicines, they are, in fact, a unique and independent form of medicine in their own right, well able to treat a variety of conditions. Perhaps the term ‘holistic’ medicine is more apt, given the broad range of treatment options and approaches which are to be found within the practice of natural medicine, which encompasses many different disciplines, including herbalism, homeopathy, iridology, osteopathy, chiropractic, therapeutic massage techniques, aromatherapy, acupuncture and many, many more.

Most naturopaths will use a variety of treatment modalities in order to treat their patients in a holistic way to support health, relieve symptoms and prevent future disease. In fact, even the World Health Organization defines health as being "... more than simply the absence of illness. It is the active state of physical, emotional, mental and social well-being." This is a wonderfully clear description of holistic or natural medicine, which strives to support health (thereby relieving or preventing symptoms), rather than simply eliminating disease.

Although allopathic medicine certainly has a role to play and has made a tremendous contribution to medical science during the past century, there is a growing perception that it is not the only answer and that, in many cases, holistic medicine can accomplish just as much, if not more – without the risk of side effects, addiction and sacrifice to health so commonly associated with pharmaceutical drugs. Contrary to common perception, and provided that they are manufactured in the correct way, natural medicines can work quickly and safely to promote healing.

In many cases, they can succeed where pharmaceutical drugs have failed. Despite frequent reports that they are ‘unproven’ and ‘untested’, the opposite is true. Natural medicines have a long history of usage and there is a wealth of empirical evidence to support their effectiveness and safety. In addition, active clinical research is carried out by many academic hospitals and universities to support the extensive traditional and empirical evidence behind natural medicines.

It is also important to know that, like any medicine, herbal and homeopathic medicines must be manufactured in the correct way, following acceptable procedures and manufacturing methods to ensure maximum effectiveness and



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safety. Due to the recent rise in popularity of natural remedies, many companies have sprung up to take advantage of the market. Unfortunately not all of them are equipped to manufacture to the correct standards, often resulting in a flood of inferior (and sometimes even unsafe) remedies onto the market – and giving natural remedies a bad name.

Even some pharmaceutical companies have rushed to claim their market share by producing so-called ‘standardized’ extracts of herbs and offering these as superior to the tried and tested methods of naturopathic manufacturing. Nothing could be further from the truth. While ‘standardized’ extracts may offer benefit of easy consistency of dosage (and cheaper more efficient production lines), they have grave disadvantages. These include an increase in side effects as the medicines produced in this manner lose the natural protective properties of the herbs. In some cases, these side effects have proved fatal – as was seen in the liver toxicity associated with standardized extracts of kava kava, a herb previously safely used for generations without any known side effects.

Most naturopaths recommend what is called the Full Spectrum Method of extraction – which retains the benefits of ALL the active ingredients within the herb as opposed to isolating only one – thereby providing a more complete treatment as well as superior protection against side effects.

Whatever your choice, always choose wisely. Research what is best for you. If you have a chronic or life threatening condition, don’t make changes without first discussing them with your doctor in order that your condition may be monitored. Well informed and supportive practitioners will support patients who want to take responsibility for their own health.

## **Related Natural Remedies:**

**Gastronic Dr.** : Promote healthy digestion and encourage comfort after meals

Recognizing the need for natural support for trouble-free digestion, Native Remedies has developed Gastronic Dr., a 100% herbal remedy containing natural ingredients and manufactured in therapeutic dosage according to the highest pharmaceutical standards.

Gastronic Dr. is a capsule that **is used every day for the continued support of the digestive tract**. Regular use of Gastronic Dr. safely supports digestive health and all organs and structures involved in digestion, as well as the mucus membranes of the digestive tract. Gastronic Dr. also helps to **maintain the natural balance of essential organisms** (such as probiotics) in the digestive tract, further promoting easy, healthy digestion.

This formula remains true to the **whole spectrum method** of herbal extraction, ensuring the bio-availability and balance of all the active ingredients contained in the remedy. This method of manufacture also significantly reduces the likelihood of side effects and maintains all active ingredients in perfect balance - exactly as nature intended!

[Learn more about Gastronic Dr.](#)

**Digestion Tonic** : FDA Registered homeopathic remedy for maintaining

## **Six Good Reasons to choose Native Remedies as your trusted suppliers of herbal & homeopathic remedies:**

1) All Native Remedies products are manufactured according to the highest pharmaceutical standards - using only the best quality raw ingredients from nature's medicine chest.

2) Native Remedies and our suppliers are registered with the FDA as accredited suppliers and manufacturers of health supplements. Our products are sold all over the world and are manufactured to strict international standards in a GMP accredited manufacturing plant.

3) All our remedies are manufactured in an FDA registered pharmaceutical facility under close supervision.

This includes formulation, acquiring and testing of raw ingredients as well as final manufacturing. This gives us the confidence to say that when you are buying a Native Remedies product, you are buying the safest and the best! We know what goes into our remedies - which is why we know what you will get out of them!

4) Manufacturing is done strictly according to the principles of GMP (Good Manufacturing Practice) and all raw ingredients undergo stringent testing before being approved by our registered manufacturing pharmacists.

5) We offer a free email [Ask Our Experts](#) service run by trained consultants ready to advise you on the best choice for your health.

6) We offer an unconditional [One Year Money Back Guarantee](#).

digestive comfort, health and functioning

Triple Complex Digestion Tonic contains Kalium phosphate, Natrium phosphate and Calcium phosphate in a safe biochemic formula and can be used to **promote healthy digestion and harmony in the digestive tract.**

Triple Complex Digestion Tonic is the **perfect companion** to our [Gastronic Dr](#) and [DigestAssist](#) herbal drops and also helps to optimize absorption of these remedies. Regular use of Triple Complex Digestive Tonic can make all the difference in addressing digestive system health.

All Native Remedies biochemic tissue salts are manufactured in an FDA and GMP registered pharmaceutical facility under the supervision of qualified responsible pharmacists.

[Learn more about Digestion Tonic](#)

**[DigestAssist](#)**: Helps maintain digestive comfort and promotes healthy digestion.

Recognizing the need for a healthier and effective approach, Native Remedies has developed Gastronic Dr. and DigestAssist - both 100% herbal remedies containing well researched ingredients and manufactured in therapeutic dosage according to the highest pharmaceutical standards.

Gastronic Dr. is a capsule which is used every day for the continued health of the digestive tract and to promote ongoing, healthy, trouble-free digestion. Regular use of Gastronic Dr. safely and effectively acts to promote digestive health.

DigestAssist, the perfect companion to Gastronic Dr., comes in fast-acting and convenient drop form, and can be taken as needed to promote digestive comfort after meals, helping you to enjoy your food every day.

These formulas remain true to the **whole spectrum method** of herbal extraction, ensuring the bio-availability and balance of all the active ingredients contained in the remedy. This method of manufacture also significantly reduces the likelihood of side effects and maintains all active ingredients in perfect balance – exactly as nature intended!

[Learn more about DigestAssist](#)

Read the testimonials for these quality products [here!](#)

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## Alternative Healing Academy

[Advanced Color/Crystal Reflexology Practitioner](#) | [Basic Anatomy & Physiology](#) | [Basic Reflexology Practitioner](#)  
[Basic Aromatherapy Practitioner](#) | [Advanced Reflexology Practitioner](#) | [Advanced Aromatherapy Practitioner](#)  
[Basic Color/Crystal Therapy Practitioner](#) | [Mini Courses](#) | [Advanced ReflexAromatherapy Practitioner](#)

With the increasing popularity of aromatherapy, reflexology, color & crystal therapy and a return to a more holistic lifestyle, people have begun searching for ways to earn more money; expand their skills; improve the health of themselves, friends & family; and increase their knowledge of alternative medicine.

The **Alternative Healing Academy** has developed several new courses in the holistic health care field for those who would like the opportunity to learn a healing modality at their own pace and in their own homes.

A Doctor of Reflexology with The Alternative Healing Academy is teaching classes with curriculum very similar to the Reflexology Practitioner Course and the Basic Aromatherapy at her local community college.

Our holistic health courses were developed by professionals in the Holistic Health Care field trained in the following modalities: Aromatherapy, Advanced/Master Aromatherapy, Reiki, Tuning Fork Therapy, Color and Crystal Therapy, Homeopathy, Herbalism, and Advanced Reflexology.

Furthermore, since we at the Alternative Healing Academy also realize that not everyone wants to make alternative medicine a career choice, we also offer **basic courses** as well as several [Mini Courses](#) which will teach you the skills you need to help improve the health and quality of life for yourself, your family and your friends.

[Check out our Affordable Payment Plans!](#)



All graduates of an Alternative Healing Academy home study course will receive a 20% discount off [AHHA Practitioner Membership](#) if they meet qualifying criteria and join within six months of their graduation date.

## About Our Courses

Would you like to learn accurate, detailed aromatherapy, reflexology and/or color & crystal therapy information at your own pace in the comfort of your home? Would you like to become certified in Reflexology, Aromatherapy or Color and Crystal Therapy? An Alternative Healing Academy Distance Learning Course could be what you're looking for...

If you own or work for one of the following:

Natural Foods Store, Aromatherapy Store,  
New Age Retail Store, Gift Shop, Herb Store,

Aromatherapy Manufacturer,  
Massage Center, Holistic Center, Day Spa, or any type of Salon

If you are a practitioner:

Massage Therapist, Esthetician, Chiropractor, Nurse, Herbalist,  
Acupuncturist, Bach Flower Therapist, Body Worker, Reiki,  
Doula, Midwife, Energy Worker

If you are interested in personal development or improving the health of yourself and your family - these courses are also for you!

[Advanced Color/Crystal Reflexology Practitioner](#) | [Basic Anatomy & Physiology](#) | [Basic Reflexology Practitioner](#)  
[Basic Aromatherapy Practitioner](#) | [Advanced Reflexology Practitioner](#) | [Advanced Aromatherapy Practitioner](#)  
[Basic Color/Crystal Therapy Practitioner](#) | [Mini Courses](#) | [Advanced ReflexAromatherapy Practitioner](#)

Common Questions Asked About Holistic Health Distance Learning Courses:

What is Certification?



Most schools will offer an exam that tests the student's knowledge of the material taught in the respective course. Upon successful completion of this exam, a Certificate or Diploma will be issued by the school attesting that the student has successfully met the requirements as specified by that school. The only governmental recognition of Aromatherapy in North America is the occupational title designation granted to the BCAA under the Societies Act of British Columbia.

What is a Certified Aromatherapist or Reflexologist?

Most prospective students want to know whether taking our courses will lead to their becoming 'Certified' in that healing modality, thereby leading to the title of Certified Aromatherapist, Certified Reflexologist or Certified Color/Crystal Therapist. The answer to this really depends on what you mean by 'Certified.' We believe it can be misleading to purport that completing a course in a healing modality such as reflexology, aromatherapy or color/crystal therapy will lead to a designation of 'Certified' Therapist. These are not official

title designations nor are they ones which are recognized by any country's governmental body. All that these titles mean is that this is what an Individual Instructor, School or Institution decided to put on the Diploma it awards those who successfully complete their course.

What is an accredited course in Aromatherapy or Reflexology?

The answer to this will depend on who you are asking. At the present time, British Columbia is the only government to recognize Aromatherapy as a distinct profession and has granted Occupational Title Protection to the members of the BCAA (British Columbia Alliance of Aromatherapy) with the exclusive right for its members to call themselves Registered Aromatherapists (R.A.).

At this time, neither Reflexology nor Color/Crystal Therapy have such occupational designations in any country although one prominent Reflexology school in Colorado, The Modern Institute of Reflexology, has gained occupational designation for their institution in that state. MIR has been designated by the Colorado State Division of Private Occupational Schools - Dept. of Higher Education as an approved school. Our Reflexologist who developed the reflexology modules for our courses was trained at MIR as a Certified Reflexologist, a Master Reflexologist and a Dr. of Reflexology.

In the United States, the NAHA (National Association for Holistic Aromatherapy) has put into place their Approved Standards for Aromatherapy Training. The Alternative Healing Academy's Advanced Aromatherapy course meets and exceeds these standards and we are in the application process of becoming an approved program through the NAHA.

In Canada, there are a number of different Associations including the BCAPA (British Columbia Association of Practicing Aromatherapists) and the CFA (Canadian Federation of Aromatherapists). Time will tell if one authoritative body or association becomes the standard by which to judge and govern the educational offerings of these alternative healing modalities.

It has to be noted that NO form of aromatherapy "certification" is currently recognized in the USA by anyone other than those in the trade, nor is aromatherapy (or essential oils in the aromatherapy trade) regulated by any governmental body.

Some information about the courses we offer:

1) You can receive the course in one of two ways: A cd with the modules and tests in PDF format can be shipped to you; or, The modules can be emailed to you three at a time. Each time you complete the tests for the current three modules, a new set of three modules will be emailed to you.

2) All modules are clearly explained, are in pdf format and fully

illustrated.

3) The Advanced Aromatherapy Practitioner and the Advanced Reflexology Practitioner courses are designed to meet the National Association for Holistic Aromatherapy (NAHA) guidelines.

4) A tutor will be available via email to answer any questions you may have.

You will be contacted after purchase to find out how you would like your course delivered. All tests for the course can be either emailed or snail-mailed to The Alternative Healing Academy.

Upon successful completion of any full diploma or certification course (with a score of 80% or higher), you will receive a beautiful Diploma, suitable for framing.



## Course Testimonials

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*"I'm done! Going through the final and the case studies and having such amazing experiences and opportunities to help people, I truly feel blessed and honored to have had the intense education that came with this course. I discovered in me a new ability to serve others, not only through education but through the power of healing that comes with the use of essential oils. I am continuing to train personally with Alexandria Brighton and have begun work toward opening an aromatherapy practice. Thank you so much for your patience and knowledge. Most of all thank you for this new way of living and enjoying Life."*

-A. Lindquist - Advanced Aromatherapy Practitioner

*"I am finding the course great. It is written very well so even people like me can understand the human body a whole lot better. I just hope that I can remember it all. I don't think I have a chance of remembering the names of everything in the muscular system or the movement system. But, I do have more of an understanding of how everything works now. I find it just amazing. Thanks Heaps."*

-M. Oliver - Basic Anatomy & Physiology

*"This information is great that you are teaching. I would really like to talk my oldest daughter into taking your course. It really goes into detail which is very informative."*

-Debbie F. - Basic Reflexology

*"Seven years ago I started to see a reflexologist for migraines and sinus problems. I was amazed that I finally found relief without medication. I decided this year to search out a course in reflexology so I could help family and friends and show them the benefits of reflexology. I researched various courses on the internet and decided to go with the basic course through the Alternative Healing Academy. I was impressed with course material and the ease of receiving the course material."*

*"I was given an choice of having a CD sent to me or to receiving and sending back the assignments through email. I choose email. I received 3 lessons at a time that I could read and study on my own time frame and return the lessons when I was done. Everything was sent in a very timely manner and communication was open and quick. If I needed help, I knew it was only a click away and the response time was very quick. The techniques used also came in a video mode in the email that I could replay as much as I needed to."*

*"I felt I learned a lot and am able to help myself and others. Being able to log 20 hours of treatment time and writing the case histories for the final exam was extremely rewarding and helpful. I would recommend this course to others interested in reflexology because the course material was very informative and complete and written in easy to understand language."*

-Jean Russell - Basic Reflexology Course

*"I'm so excited about (the Advanced Aromatherapy course) and I'm particularly excited about the possibility of making custom blends for people! I hadn't anticipated having that opportunity when I took the course so I'm excited to have everything done! I'm very excited to have finished. I really enjoyed this course and really appreciate all the work you've put into it! This has been a fabulous jumping off point for me and I'm so glad I took it."*

*"p.s. I know the boys are much slower at the Reflexology, but my son is loving the classes."*

-Megan P. - Advanced Aromatherapy Course

# Our Associations

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Organizational Member of the American Holistic Health Association - <http://www.ahha.org/>

Professional & Business Member of the National Association of Holistic Aromatherapy - <http://www.naha.org/>

Professional Member of the International Reflexology Association - <http://www.holisticbenefits.com/ima/international-reflexology-association.html>

Professional Member of the International Aromatherapy Association - <http://www.internationalaromatherapyassociation.com/>

*Payment plans are available, please [Click Here for More Info](#)*

## Sales & Refund Policy

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We will, within 30 days, refund the purchase price of any course you purchased **\*MINUS\* the cost of the modules you have already received**. This policy does **\*NOT\*** apply to our informational Mini Courses. Please see the [Mini Courses page](#) for more information on those. Please [email support](#) if you wish to be refunded or have questions about our refund policy.