

**Elizabeth A. Grant / The Quantum Coach**

## **COACHING AND MENTORING SERVICES POLICIES AND PROCEDURES**

**As of 1/1/2009**

**All private and group coaching services must be paid in advance unless other arrangements are made, and are non-refundable. Monies for unused coaching sessions or packages canceled by the coachee can be used toward other services, products and programs for up to one year. Credits not used within one year will be forfeited. For private coaching, notification of rescheduling a session must be made at least 24 hours prior to the scheduled session, or the session monies will be forfeited. One last-minute reschedule (such as due to illness or emergency) is allowed with every 12 sessions purchased. To arrange application of unused services credit, call 773-509-9220.**

### **PRODUCTS WITH RECURRING BILLING / SUBSCRIPTIONS**

**Products with recurring billing are non-refundable. Subscriptions may be canceled at any time. Cancellations are effective with the next billing cycle, based on the length of subscription purchased.**

**Products with a free trial period may be canceled during the free trial period without the credit card on file being billed. After the free trial period is over, the subscription will take effect for the length of time purchased. Any cancellation after the subscription takes effect is not effective until the next billing cycle. The billing cycle is based on the length of the subscription (e.g., 30 days, 90 days, 6 months, 1 year, etc.) No pro-rated or retroactive cancellations are offered.**

**Products and services purchased on a multi-pay option (e.g., 2-pay, 3-pay, or 4-pay) are subject to the same return policies as products paid on 1-pay option. When a buyer chooses a multi-pay option, he or she is agreeing to make all payments in a timely manner according to the terms outlined on the Web site sales page.**

### **PRODUCT PURCHASE POLICIES AND PROCEDURES**

**All electronically distributed products (e.g. e-books, workshops, seminars, software, online video and audio, etc.) are non-refundable purchases.**

**Products with a guarantee are subject to the specific terms stated on the Web site purchase page for that product. All physical products returned under the guarantee must be in resalable condition to be accepted.**

**Purchases made through third-party vendors (e.g. Amazon) are subject to**

that vendor's specific return and billing policies. In these instances, you must contact the vendor directly for support and inquiries regarding their policies.

**Elizabeth A. Grant reserves the right to refuse any return.**

***\*Policies may change without prior notice. For further information, please call 773-509-9220.***