

Updated May 10th, 2022

At Divorce ReDefined, we pour our hearts and souls into developing a platform, content, support, and resources to help you navigate your divorce is the most effective way possible. We are confident that you will enjoy what we have to offer and we take your concerns, suggestions, and ideas very seriously. If at any point you have ideas on how we can improve our products or services, please reach out and let us know!

In the event that you need to cancel your account or request a refund, please review the following policy. By signing up for an account with us or purchasing any coaching product or service, you agree to our **Terms of Use, Privacy Policy, and this Cancellation & Refund Policy**.

OVERVIEW

For ALL: 1-1 Private Coaching Packages, Group Coaching, Divorce ReDefined Academy, Divorce ReDefined Bootcamp, Divorce ReDefined Workshops. Divorce ReDefined 5-Day Challenge:

We offer a 48-hour refund policy on all service purchases from the date of purchase. If after the first coaching session, you decide you are not 100% satisfied with what you are receiving through Divorce ReDefined, you may request a full refund less 50% of the overall package price as a cancellation fee if cancellation is made within 24 hours of the initial session. 7 Days after initial coaching session, **no refunds will be issued**, though you may still cancel at any time. Payment Plans have automatic recurring payments. You are responsible for the full FIRST PAYMENT INSTALLMENT fee in the monthly billing cycle in which you cancel. This applies to monthly, bi-annually and annual payment options.

For downloadable products & webinars: Due to the nature of digital products, refunds will only be issued in certain situations at the discretion of Cindy Stibbard, CEO of Divorce ReDefined. Refunds will not be issued after more than 7 days from the date of purchase of these items.

CANCELLATION/NO SHOW POLICY

You are responsible for confirming that your session has been canceled successfully. Refunds will not be issued on continued payments which are as a result of an incomplete cancellation.

If you are unsure whether or not your cancellation processed completely, please contact Cindy at cindystibbardcoaching@gmail.com

NO SHOW PRIVATE & GROUP COACHING CALLS

Coaching calls not rescheduled within 24 hours may be subject to a cancellation fee off \$50 USD. This fee needs to be paid prior to rescheduling the missed call.

In the event you are unable to make a Group Coaching Call or a session in a Boot Camp, Academy Program or a Challenge, partial refunds, make up sessions or pro-rated fees are not provided.

As Divorce ReDefined takes on a limited number of coaching clients each month, **no show coaching calls will not be reimbursed/rescheduled**.