

# **REFUND POLICY**

**Last updated November 21, 2022**

We are always happy to process refunds providing the request is genuine and for the right reason. As online sellers, we have to offer refunds in line with consumer legislation.

For details on our refund deadlines and policies, please refer to the information below.

Please note that our policies differ between courses and that payment options may vary from one Service to another. Please also note that we treat violations of our Terms of Use very seriously, and we have no obligation to offer refunds to users who violate these terms, even if their requests are made within the designated refund period. You must meet the following criteria for a Refund.

It is your responsibility to familiarize yourself with this refund policy. By placing an order for any of our services, you indicate that you have read this refund policy and that you agree with and fully accept the terms of this refund policy.

## **Interpretation and Definitions**

### **Interpretation**

The words in which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in the singular or in the plural.

### **Definitions**

For the purposes of this Policy:

- **You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **We** (referred to as either, ("We", "Us" or "Our" in this Agreement) refers to Dream, Build, & Succeed, LLC., located at **15920 Monroe Ct, Urbandale, IA 50323, United States.**
- **Service** refers to the Website.
- **Website** refers to the site accessible from <https://notyourmomsmenopause.com>.
- **Service** refers to the online course offered for sale on the website.
- **Orders** mean a request by You to purchase service from Us.

## GENERAL RULE

Unless otherwise stated on the product page, all our sales are final, and no refunds will be given. As all our products are digital products, delivered instantly once payment is received it is impossible for you to return a product to us for a refund.

However, we are bound to refund your money in case of fraudulent transactions, disputes, and chargebacks.

If you find a bug in our videos or content, you can write to us at [amy@notyourmomsmenopause.com](mailto:amy@notyourmomsmenopause.com), and we will fix it. Finding a bug is not a reason to request a refund.

## WE DO NOT ISSUE REFUNDS UNDER THE FOLLOWING CIRCUMSTANCES

1. You just change your mind
2. You choose not to use our services
3. You've decided our product is "Not what I need"
4. You find that our product doesn't suit your needs
5. You don't have time to implement things
6. You've found a different solution

## **TERMINATION WITHOUT REFUND**

We reserve the right to terminate accounts without refund or prior notice if you violate our published Terms of Service or become verbally abusive to our staff, other users of our site or our associates. In case such a user tries to resubscribe to our site we reserve the right to terminate his/her account without a refund or prior notice and block his/her IP address.

## **REFUND PROCEDURE**

Refunds will be credited to the original payment method that You used while making the purchase. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

### ***Late or missing refunds (if applicable)***

- If you haven't received a refund yet, first recheck your bank account. Then contact your credit card company; it may take some time before your refund is officially posted. Next, contact your bank. There is often some processing time before a refund is posted.
- If you've done all of this and you still have not received your refund yet, please contact us.

## **CHANGES TO THIS REFUND POLICY**

We reserve the right to alter this Refund Policy at any time. Such alterations will be posted on our website. You can also obtain an up-to-date copy of our Refund Policy by contacting us at [amy@notyourmomsmenopause.com](mailto:amy@notyourmomsmenopause.com).