

TransformingChanges.com
Refunds & Returns Policy

1. Digital goods, downloads, etc. are not refundable after the system indicates they have been delivered.
2. Personal services, including coaching, hypnosis, and consulting - however delivered (in person, via phone, teleconference, recording, etc) are not refundable.
3. Any physical item or product that meets the following conditions may be returned:
 - a. The item was NOT made-to-order; and
 - b. The item was return shipped within five business days of receipt, with appropriate packaging, and insurance; and
 - c. The item has been received by us in original condition. It has not been damaged, or otherwise modified in any way.
4. Client remains responsible for full price of goods, shipping, handling, insurance, and transaction fees until goods are received and approved by me.
5. Client remains responsible for, and agrees to pay shipping, handling, transaction fees (e.g. PayPal fees), and insurance in both directions unless otherwise approved by us.
6. Transaction fees (e.g. PayPal fees) that are not refunded to me will be deducted from any refunds to the customer.