

Refund Policy for Coaching and Program Services

At BE Your Influence™, we are committed to providing high-quality coaching and program services to empower youth, parents, educators, and other caring adults. Due to the nature of our offerings, which include personalized coaching, digital content, and access to exclusive communities, we have the following refund policy in place:

Digital Products and Programs

- **Eligibility for Refund:**
 - Refund requests must be within the first 10 days of the initial purchase date and submitted prior to midnight EST of that second day.
 - The program must be discontinued prior to accessing more than 20% of the content.
- **How to Request a Refund:**
 - Please contact our support team at empower@beyourinfluence.love with your purchase details and the reason for your refund request.
 - Refund requests must include proof of purchase, and the original payment method will be required for processing.
- **Processing Time:**
 - Approved refunds will be processed within 10 business days from the date of approval.
 - Refunds will be issued to the original payment method used at the time of purchase.
- **Non-Refundable Fees:**
 - Payment plan initial setup fees, if applicable, are non-refundable.
 - Any bank or processing charges incurred during the transaction process are non-refundable.
- **Program Termination:**
 - Upon refund, access to all program materials and resources will be terminated.
- **Exclusions:**

- Customized products, services, or consulting provided on a one-on-one basis are not eligible for refunds.
- **Exceptional Circumstances:** If you experience technical difficulties accessing your materials or have not received the product due to a system error, we will work with you to resolve the issue promptly.

Coaching Sessions

- **Individual Coaching Sessions (One-on-One):**
 - If you need to cancel or reschedule, please notify us at least 24 hours before your scheduled session. Cancellations made within 24 hours of the session will be considered a "no-show" and are non-refundable.
 - Refunds for coaching sessions are not provided unless under extraordinary circumstances, to be determined at BE Your Influence's discretion.
- **Group Coaching and Community Calls:**
 - Group coaching sessions and live calls are part of the program package and cannot be refunded or transferred.

Membership Programs

- **Eligibility of Refund:**
 - Refund requests must be within the first 10 days of the initial purchase date and submitted prior to midnight EST of that second day.
 - Any digital program offered within the Founding Membership Program must be discontinued prior to accessing more than 20% of the content.
- **How to Request a Refund:**
 - Please contact our support team at empower@beyourinfluence.love with your purchase details and the reason for your refund request.
 - Refund requests must include proof of purchase, and the original payment method will be required for processing.
- **Processing Time:**
 - Approved refunds will be processed within 10 business days from the date of approval.
 - Refunds will be issued to the original payment method used at the time of purchase.

- **Non-Refundable Fees:**
 - Payment plan initial setup fees, if applicable, are non-refundable.
 - Any bank or processing charges incurred during the transaction process are non-refundable.
 - **Program Termination:**
 - Upon refund, access to all membership offerings, program materials and resources will be terminated.
 - **Exceptional Circumstances:** If you experience technical difficulties accessing your materials or have not received the product due to a system error, we will work with you to resolve the issue promptly.
 - **Cancellation Policy:**
 - You may cancel your membership at any time to avoid future charges. However, no refunds will be provided for the time already spent in the program or for missed use of resources.
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General Policy Notes

- **Commitment to Satisfaction:** Our goal is to ensure that you have a positive experience. If you are dissatisfied with your purchase or experience, please reach out to us empower@beyourinfluence.love to discuss how we can address your concerns.
 - **Extraordinary Circumstances:** Refunds due to extenuating circumstances (e.g., medical emergencies) will be considered on a case-by-case basis and require supporting documentation.
 - **Chargebacks and Disputes:** If you initiate a chargeback with your bank, we reserve the right to terminate your access to all services and materials immediately.
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Success Agreement

By enrolling in our programs or coaching services, you acknowledge:

- **Client Responsibility:** Success in coaching and program services depends on your commitment to engaging fully in the process, including completing assignments, participating in sessions, and implementing suggested strategies.

- **No Guaranteed Results:** While we provide tools, guidance, and support to help you achieve your goals, individual results may vary based on factors such as personal effort, circumstances, and willingness to apply the program's principles.
- **Effort-Based Refund Requests:** Refund requests citing dissatisfaction with results will not be honored if it is determined that the client has not fully participated or completed the program requirements.

By purchasing this program, you acknowledge that you have read and agree to this refund policy.

Contact Us

For any questions or concerns about this policy, please contact us at:

Email: empower@beyourinfluence.love

Phone: 248-291-7314

We are here to support you in every step of your journey and ensure you have the tools and strategies to succeed!