

Refund & Return Policy

Last Updated: 10/15/2025

Bryan de Justin Coaching LLC (“we,” “us,” “our”)

1) Scope

This policy covers:

- **Services:** coaching, hypnosis/hypnoanalysis/hypnotherapy, relationship coaching, youth/minor sessions, adult coaching, tarot hypnosis, past life regression therapy.
- **Digital materials:** audios, courses, ebooks/PDFs.
- **Physical materials:** printed books or merchandise sold directly by us (if any).

Classes/courses/audios/books are distinct from services (separate purchases may be suggested but are treated apart from coaching).

2) Services: Cancellations, No-Shows & Rescheduling

- **24-hour notice.** Cancel or reschedule at least 24 hours before your appointment. You may reschedule at **no extra cost**. If you cancel and choose **not** to reschedule, the **original session fee is charged**. Same-day cancellations are billed the **full fee**. If you are **15+**

minutes late, the session may be marked abandoned and billed the **full fee** (unless rescheduled).

- **Termination window.** Either party may terminate the agreement with **6 days' written notice**. Ending services does **not** entitle you to refunds of services already rendered or of package plans; any outstanding balances remain due and may be enforced.
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3) Services: Refunds

- **Sessions rendered: not refundable.**
 - **Package plans (including 50/50): non-refundable, non-cancellable, and not exchangeable.**
 - **50/50 packages—amounts due:** Pay half at the start; the remaining half is due **no later than one week after the last session** in the package. If the 8th session is not redeemed within **2 months** of the first paid session, it becomes **due at the 2-month mark**.
 - **Ending before the 8th session (50/50): the remaining half is still due.**
 - **First consultation / first session:** where advertised as free, it remains free.
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4) Satisfaction Path (Not a Money-Back Guarantee)

We offer a **90-day satisfaction guarantee of additional service**, not a refund of fees: after **90 days from your first paid session**, if you have reported **no progress**, we may provide

subsequent services free at our discretion, upon written notice that documents eligibility. There is **no guarantee of results**.

How to invoke: Email written notice identifying the affected service, referencing the satisfaction guarantee, and documenting your eligibility (progress defined collaboratively in your coaching plan).

5) Payments, Chargebacks & Collections

- **Accepted methods:** PayPal, Venmo, Zelle, CashApp, cards, Apple/Google/Samsung Pay, website checkout, Square, Wave (or approved alternatives).
 - **Insurance:** coaching isn't covered; **you are responsible for payment**. The same applies to hypnotherapy services provided by Bryan de Justin Coaching, LLC
 - **Covenant not to sue / release:** you agree not to bring claims tied to non-insurance coverage and release us to the fullest extent allowed by law (as stated in your agreement).
 - **Non-payment:** may result in termination of services and **collections (including garnishment where lawful)**.
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6) Digital Materials (Audios, Courses, eBooks/PDFs)

- **All sales are final once delivered or accessed.** Because digital content is immediately usable and cannot be “returned,” we do **not** provide refunds for digital goods unless required by applicable law.
- If access links fail or files are corrupted, contact us within **7 days** and we’ll re-issue access/replacements. But not refunds.

(Your agreement treats classes/courses/audios/books separately from services; this section clarifies our default digital-goods handling consistent with that distinction.)

7) Physical Materials (Books/Merch)

- **Purchases via third-party retailers:** Follow the retailer’s return policy.
 - **Purchased directly from us:** No returns are provided for **defective/damaged on arrival**; replacement or store credit at our discretion. Items must be unused and in original condition. Shipping fees are non-refundable unless we made an error.
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8) Loyalty Points (If Used)

We are not responsible for lost/unredeemed points or platform malfunctions; the loyalty program may be discontinued at any time.

9) Safety, Electronic Communications & Recordings (Context for Denials)

- We may end a session **without refund** if a client presents a personal risk; sessions may also be ended early when in the client's best interest.
 - Email/SMS/video are **not HIPAA-compliant**; by engaging, you accept these risks and release us from liability for breaches/hacks as stated in your agreement.
 - Some sessions—especially with minors—may be recorded for documentation/safety; notes/recordings may be retained for an indeterminate period (this clause does **not** create a refund right).
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10) How to Request Consideration Under This Policy

Email **bryandejustincoaching@gmail.com** with subject “Refund/Return Request,” include your full name, purchase date, service/material, and your basis (e.g., 24-hour cancellation, defective item, or 90-day satisfaction path). We'll review and respond in writing.

11) Changes

We may update this policy at any time. The “Last Updated” date reflects the latest revision; continued use of services or purchasing materials after changes constitutes acceptance.