

Elizabeth A. Grant / The Quantum Coach

COACHING AND MENTORING SERVICES POLICIES AND PROCEDURES

As of 1/1/2009

All coaching and mentoring services must be paid in advance and are non-refundable. Monies for unused coaching services canceled by the coachee with at least 24 hours notice can be used toward other services, products and programs for up to one year. Credits not used within one year will be forfeited. To arrange application of unused services credit call 888-371-4958.

PRODUCTS WITH RECURRING BILLING / SUBSCRIPTIONS

Products with recurring billing (i.e., subscriptions) are non-refundable. Subscriptions may be canceled at any time. Cancellations are effective with the next billing cycle, based on the length of subscription purchased.

Products with a free trial period may be canceled during the free trial period without the credit card on file being billed. After the free trial period is over, the subscription will take effect for the length of time purchased. Any cancellation after the subscription takes effect is not effective until the next billing cycle. The billing cycle is based on the length of the subscription (e.g., 30 days, 90 days, 6 months, 1 year, etc.) No pro-rated or retroactive cancellations are offered.

PRODUCT PURCHASE POLICIES AND PROCEDURES

All electronically distributed products (e.g. e-books, workshops, seminars, software, online video and audio, etc.) are non-refundable purchases.

Products with a guarantee are subject to the specific terms stated on the Web site.

Purchases made through third-party vendors (e.g. Amazon) are subject to that vendor's specific return and billing policies. In these instances, you must contact the vendor directly for support and inquiries regarding their policies.

Elizabeth A. Grant reserves the right to refuse any return.

**Policies may change without prior notice. For further information, please call 312-373-9397.*