

## Refund and Cancellation Policy:

### **Cancellation by Client:**

- a. If a client wishes to cancel their coaching services, they must notify Devolu Vision in writing or by email at least one week before the start of the package, as defined by the proposal and invoice. In such cases, the payment made for the package will be fully refundable.
- b. If the client cancels less than one week before the start of the package but at least 48 hours before the scheduled session, a cancellation fee of 10% of the total payment will be applied, and the remaining amount will be refunded.
- c. If the client cancels within the specified 48-hour cancellation period or once the package has commenced, no refund will be provided, and any outstanding payments or fees shall still be due and payable.

### **Cancellation by Devolu Vision:**

- a. Devolu Vision reserves the right to cancel or reschedule coaching sessions or services due to unforeseen circumstances or events beyond its control, including but not limited to illness, emergencies, or technical issues. In such cases, Devolu Vision will make reasonable efforts to provide an alternative solution or reschedule the session at a mutually agreed-upon time.
- b. If Devolu Vision is unable to provide the coaching services due to circumstances within its control, clients will be offered a rescheduled session or, if preferred, a refund for the unused portion of the services.

### **No-shows and Missed Sessions:**

- a. If a client fails to attend a scheduled coaching session without prior notification, it will be considered a "no-show." No refunds or make-up sessions will be provided for no-shows or missed sessions.

### **Course or Program Refunds:**

- a. In the case of online courses or programs offered by Devolu Vision, specific refund policies may apply. These policies will be clearly communicated on the sales page or in the course description.

### **Processing of Refunds:**

- a. Refunds, if applicable, will be processed within a reasonable timeframe and using the original payment method used by the client. It may take a certain number of business days for the refunded amount to be reflected in the client's account, depending on the policies of the payment processor or financial institution.