

Refund and Dispute Policy

Thank you for choosing online coaching services, and resources from Coached by Amy Kay. We strive to provide you with exceptional coaching experiences and valuable resources. Please review our refund and dispute policy outlined below.

1. Refund Policy:

90-Minute Breakthrough Sessions:

- Refunds for individual 90-minute coaching sessions can be issued if requested at least 24 hours before the scheduled session time.
- Sessions cancelled with less than 24 hours' notice may be subject to a cancellation fee of 100% of the price of the session, or may not be eligible for a refund, depending on the circumstances.
- Once a session has been conducted, refunds are generally not available unless there are exceptional circumstances, such as significant technical issues or coach unavailability.

1:1 Coaching Packages:

- Refunds for 1:1 coaching packages are available within 7 days of the initial purchase date, provided no coaching sessions have been conducted within that period.
- If coaching sessions have begun, a prorated refund may be considered based on the number of sessions already completed, minus any administrative fees.
- After the initial 7-day period, refunds are not typically offered for coaching packages unless there are extraordinary circumstances.

Free Resources:

- Our free resources, such as but not limited to guides, webinars, and articles, are non-refundable as they are provided at no cost to you.

2. Dispute Resolution:

Communication:

- If you are dissatisfied with your coaching experience or have concerns, please contact us first at coachedbyamykay@gmail.com to discuss the issue. Often, concerns can be resolved through open communication.

Formal Dispute:

- In the event of a formal dispute regarding our services, please contact us at coachedbyamykay@gmail.com with a detailed description of the issue.
- We will investigate the matter promptly and work towards a resolution in good faith.

3. Exceptions:

Force Majeure:

- We understand that unforeseen circumstances can arise. In cases of force majeure events (e.g., natural disasters, severe illness), we may make exceptions to our refund policy.

Policy Updates:

- This refund and dispute policy may be updated periodically. Any changes will be communicated to you via email or posted on our website.

Contact Us:

- If you have any questions about our refund and dispute policy, please contact us at coachedbyamykay@gmail.com for further clarification.

By engaging with our coaching services and accessing our resources, you acknowledge and agree to abide by the terms of this refund and dispute policy. We appreciate your understanding and cooperation.

Last updated: June 2024