

Refund and Returns Policy



Version Date : 20th Jan 2025

Online Purchases Conditions

- 1) As a general rule (subject to clauses below), our refund and returns policy lasts 15 calendar days on un-utilized services and / or sessions. If 15 calendar days have passed since your purchase, we can't offer you a full refund or exchange.
- 2) No refunds are issue for services that have already been utilized and / or delivered.
- 3) No refunds can be made if client does not show up to the session without prior notice. This applies to all sessions / products, e.g. in-person, online, group, workshops, courses, etc.
- 4) Within the context of Clause #1 above, no refunds can be made if session cancellations are made less than 48 hours of the agreed scheduled session date. Any exclusions to this will be at our sole discretion only.

- 5) No refunds are issued for digital / downloadable products sold
- 6) Gift Cards purchased are not refundable

Refunds

- 1) Requests for refund must be made in writing to info@inneralignment.com.au
- 2) To complete your return, we require a receipt or proof of purchase.
- 3) If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.
- 4) Where the refund is made at the request of the purchaser for whatever reason, a full refund will be issued NETT OF any payment gateway commission fees incurred by the Vendor (Us)
- 5) Where the refund is initiated by us the Vendor, a full refund without any deductions will be made.
- 6) If you haven't received a refund yet, contact your bank first. Then contact your credit card company, it may take some time before your refund is officially posted. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at info@inneralignment.com.au

Need help?

Contact us at info@inneralignment.com.au for questions related to refunds and returns.