



**Ur Story Tellers Foundations Inc.**  
**Promoting Healing and Recovery with Storytelling**

Visit: [urstorytellers.com](http://urstorytellers.com) - Call: 267-551-0939  
Email: [urstorytellers.info@gmail.com](mailto:urstorytellers.info@gmail.com)  
Based in Philadelphia, PA

**REFUND POLICY – UrStoryTeller Foundation Inc.**

**Refund policy – updated June 28, 2024**

**No refunds (services)**

Services rendered including consulting, coaching, and copywriting, are not refundable. All projects require a non-refundable retainer to begin and the balance is due once the project is complete or in accordance to secure shopping cart terms and contract. Should a client choose not to complete a project, the deposit is kept for work invested in research, client contact, and any other service provided during the time Parties worked together.

**No Refund (digital products)**

Due to the digital nature of this product and the immediacy of access, there are no refunds.

**Refund on digital product (if not opened)**

Due to the nature of digital products, refunds will not be issued once an order has been placed and product has been downloaded. If you are unable to download the digital product please contact Ur Storytellers Foundation Inc. at [urstorytellers.info@gmail.com](mailto:urstorytellers.info@gmail.com)] within 3 – 5 of days for assistance.

If you change your mind and have not downloaded the product a refund can be issued upon request within 5- 10 days.

Downloads are closely monitored to ensure you are able to successfully access purchased digital products.

We recommend contacting us if you have any questions before you purchase.



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**NO Refund on course (must do the work)**

We want you to be satisfied with your purchase but we also want you to give your best effort to apply all of the strategies in the course(s). We do not offer a refund period for purchases.

However, in order to qualify for a refund you must submit proof that you reviewed the Program, completed a portion of the coursework, and that the Program coursework did not work for you.

In the event that you decide your purchase was not the right decision, contact our support team at \_\_\_\_\_ [email address] and let us know you'd like a refund by the 14th day following purchase at 11:59 EST. You must include your coursework—with your request for a refund. If you request a refund and do not include your coursework by the 14th day, you will not be granted a refund.

The work that you need to submit with your request for a refund includes ALL of the following items from \_\_\_\_\_ [insert modules]:

- \* the homework
- \* the homework
- \* the homework

We will NOT provide refunds more than 14 days following the date of purchase. After day 14, all payments are non-refundable and you are responsible for full payment of the fees for the program regardless if you complete the program. If payments are not made on time, you agree to pay interest on all past-due sums at a rate of 1.5% per month or the highest rate allowed by law, whichever is greater.

Please note: If you opted for a payment plan and you do not request a refund within 14 days, with the required coursework at the time of your refund request, you agree to complete the remaining payments of your payment plan.

If you have any questions or problems, please let us know by contacting our support team directly. The support desk can be reached at: \_\_\_\_\_ [email address].



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### Refund on memberships

#### Month-to-month subscriptions:

Subscriptions created will not automatically cancel. If you would like to cancel a monthly subscription, you may do so at any time. In order to not get billed for following month, you must cancel before the \_\_\_ [day of month] of this month.

Once cancelled, you will no longer be charged going forward. Payments for the next billing cycle will not be refunded, so make sure to cancel prior to the \_\_\_ [day of month].

#### Annual membership:

If you are on the annual plan and wish to cancel, for a refund, you must do so within \_\_\_ [#] days. After the \_\_\_ [#] days have passed, \_\_\_\_\_ [company name] does not issue any refunds.

Subscriptions created will not automatically cancel. If you would like to cancel an annual subscription, you may do so at any time. You will continue to have access to the membership until the cancellation date.

Please note, however, that you need to cancel at least \_\_\_ [#] business days prior to your renewal date to prevent the next year's subscription from being processed and billed.

### Refund on coaching and/or consulting

There are absolutely no refunds on coaching and consulting once the services are rendered. We cannot guarantee results in a coaching or consulting relationship, because results depend on your openness to being coached and your willingness to do the work.



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If you are not completely satisfied with your investment and are on a payment plan, you may request we stop collecting on future payments.

If you made a payment in full, and are unsatisfied, you may request a refund for any coaching or consulting sessions NOT rendered.

**NO Refund Physical Product All Products are a fundraising for Ur Storytellers Foundation Inc.**

[Ur Storytellers Foundation Inc. ] offers a exchange guarantee. If you are unhappy with your product, please contact [[urstorytellers.info@gmail.com](mailto:urstorytellers.info@gmail.com)].

Please provide your name, order number, and email address. All refunds will be given in the original form of payment.

To be eligible for an exchange at [Ur Storytellers Foundation Inc.], the product you purchased must be unused, still in its original packaging, and in the same condition as when you purchased it.

You will be responsible for paying the costs of shipping your item back to us. The costs of shipping are non-refundable and non-negotiable. If you are issued a refund, the cost of shipping will be deducted from it.

**General refund**

If you purchase \_\_\_\_\_ [**Tee-Shirt, course, service**] and are unhappy, we will gladly exchange the product, no questions asked.

You have **[2]** days to notify [[urstorytellers.info@gmail.com](mailto:urstorytellers.info@gmail.com)]. Your money will be refunded in the manner you paid. After **\_6** **[#]** days, there are no refunds.

If you want to cancel your order participation to a live Webinar; you may do so by emailing [urstorytellers.info@gmail.com](mailto:urstorytellers.info@gmail.com) at least **[3]** **[days]** prior to the date of a Live Webinar.



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If you fail to cancel your registration to the event within the above mentioned specified time or if you fail to attend the Live Webinar, refund claims will not be processed.

**Refund for live event/webinar**

\_ [Ur Storytellers Foundation Inc.] reserves the right to cancel or reschedule any live webinar due to insufficient registrations, Instructor illness, or unforeseen circumstances beyond our control. In such situations you will be notified \_\_\_24\_ [#] hours prior to the scheduled start time of the webinar/ eve

If the webinar is cancelled, registered attendees will get a FULL REFUND of the amount paid for any live webinar. All refunds will be processed within 3 working days.

In case we reschedule a webinar, registered attendees will be notified about the new date and time 24 hours prior to the start time of the webinar. If attendees are not available on the new date and time, you may ask for a refund at least \_\_\_ [#] hours of the new date. If you are unable to attend, and do not ask for a refund, we will provide you the recording of that webinar.

[Additionally, you will be provided with a replay immediately OR after \_ [ 2 ] days of event date.]

[[urstorytellers.info@gmail.com](mailto:urstorytellers.info@gmail.com)] will not be held responsible in case you don't receive login credentials or any email because of any firewall or SPAM filters. Please [whitelist](#) our domain to receive our emails.