

# Refund Policy

## 1. Introduction

This Refund Policy outlines the guidelines and procedures for refunds related to products and services purchased from MTHFR Support. We aim to provide the best customer experience and ensure that you are satisfied with your purchases.

## 2. Eligibility for Refunds

Refunds will be considered on a case-by-case basis. Not all products or services are eligible for a refund. Refund eligibility may vary based on the specific product or service and the terms outlined in the following sections.

## 3. Digital Products

1. E-books, Webinars, and Downloadable Content: Refunds are not available.
2. Online Courses and Subscriptions: refunds are assessed on a case by case basis. Refunds are not available when the course has already been accessed and viewed.
3. Mastermind training: you can move your registration date to a later date up to two times, if you change your mind we will only be able to issue a 75% refund of the full amount.

## 4. Services

Consultations: Refunds for consultations are not available. Please refer to the Complaints Policy, if you aren't satisfied with the service you have received.

## 5. Physical Products & Supplements

Non-Defective Products: Refunds for non-defective physical products will be provided within 14 days from the product is received, subject to the following conditions:

1. The product must be returned in its original, unopened, and unused condition.
2. You are responsible for the cost of return shipping.

Defective or Damaged Products: If you receive a defective or damaged product, please contact us within 7 days of receiving the product. If deemed defective will arrange for a replacement or refund.

## 6. Cancellations

For subscription-based products or services, you may cancel your subscription at any time, subject to the terms specified at the time of purchase.

If you cancel a subscription, you will not be billed for future subscription periods.

## 7. Refund Requests

To request a refund, please follow these steps:

Contact our orders team at [orders@mthfrsupport.com.au](mailto:orders@mthfrsupport.com.au) to request a refund.

Provide your order number, a detailed reason for the refund request, and any relevant photos or documentation.

## 8. Refund Processing

Once your refund request is received we will reply within 48 hours, it will then be reviewed, we will notify you of the approval or rejection of your refund.

If your refund is approved, it will be processed, and/or a credit will be applied to your original method of payment within 14 business days.

## 9. Contact Information

For questions or concerns related to refunds or this Refund Policy, please contact our orders team at [orders@mthfrsupport.com.au](mailto:orders@mthfrsupport.com.au).

## 10. Policy Updates

We reserve the right to update this Refund Policy as needed to ensure customer satisfaction and compliance with applicable laws and regulations.

## 11. Effective Date

This Refund Policy is effective as of October 2023.

By purchasing products or services from MTHFR Support, you agree to and accept the terms of this Refund Policy. We appreciate your business and are dedicated to providing a positive customer experience.