

Refund and Cancellation Policy

Effective Date: February 1, 2025

Empowered Youth Wellness, LLC (“we,” “our,” or “us”) is committed to providing excellent products and services. This Refund and Cancellation Policy outlines the terms and conditions under which refunds and cancellations are processed for purchases made through our website or directly with our company.

1. Refund Policy

Eligibility for Refunds

We offer refunds under the following conditions:

- **Digital Products/Services:** Refunds are not provided for digital products or services once they have been accessed or downloaded unless there is a technical issue attributable to us.
- **Physical Products:** Refunds are available if the product is returned in its original, unused condition within 30 days of purchase or by the date of the second session (if sessions have already begun).
- **Coaching Services/Consultations:** Refunds for unused sessions in a package are available if requested within 60 days after purchase. Sessions already completed are non-refundable.

Non-Refundable Items

The following items are non-refundable:

- Gift cards or vouchers.
- Any product or service purchased during a sale or promotion.
- Customized products or services tailored to individual requirements.

Refund Process

To request a refund, please contact us at info@empoweredyouthwellness.com with the following details:

- Your name.
- Order number or receipt.

- Reason for the refund request.

Approved refunds will be processed within [7-14 business days] to the original payment method. Any applicable transaction fees may be deducted from the refund amount.

2. Cancellation Policy

For Services

- **Single Session Services:** Cancellations must be made at least 24 hours before the scheduled appointment to receive a full refund. Late cancellations or no-shows are non-refundable.
- **Coaching Packages:** If you cancel before using any sessions, you are eligible for a full refund within 30 days of purchase. For partially used packages, the cost of completed sessions will be deducted from the refund amount.

For Subscriptions

- Subscriptions can be canceled at any time through your account or by contacting us at info@empoweredyouthwellness.com. Cancellation will take effect at the end of the current billing cycle. No refunds will be provided for the remainder of the billing period.
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3. Exceptions

Refunds and cancellations may not be granted if:

- The request is outside the stated refund or cancellation period.
 - The product or service has been used, downloaded, or accessed.
 - Terms of use or service agreements have been violated.
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4. Changes to This Policy

We reserve the right to update or modify this Refund and Cancellation Policy at any time. Any changes will be effective immediately upon posting on our website. The “Effective Date” at the top of this policy indicates when it was last updated.

Contact Us

For questions or concerns about this Refund and Cancellation Policy, please contact us:

- **Email:** info@empoweredyouthwellness.com
- **Phone:** 877-493-6769
- **Mailing Address:** 1445 Woodmont LN NW #1856, Atlanta, GA 30318

By making a purchase with us, you agree to this Refund and Cancellation Policy.