



GUIDING THE WISE INC

# Cancellation & Refund Policies

- All consultations include a \$15 deposit that is non-refundable!
- Any products and/or services that are less than \$5, are non-refundable unless the product or service was cancelled by Guiding The Wise.
- Digital product refund requests must be provided within 3 business days after receiving the product.
- Physical products can't be refunded if the product has been used! If the product has not been used, refund requests are valid for up to 10 business days. Refunds must be provided using the same method and data used to pay for the service!
- If a contractor does not make an effort to contact you within 15 minutes of tardiness, you can get a full refund! If a provider is a no show, you can get a full refund!
- Approved refunds will be provided 7-10 business days after the request is approved.
- Cancellation of a service, can receive a full refund (not including the deposit) if provided 24 hours in advance. It is the clients responsibility to make sure that the service is cancelled properly and in a timely manner!
- Cancellation on the day of, can't be refunded! Rescheduling and crediting the service is at the providers discretion and is between the client and the provider (Guiding The Wise has nothing to do with that arrangement).

Cancellations and refunds can be completed by emailing your name, contact number, and details regarding your request, to our staff at [operations@guidingthewise.org](mailto:operations@guidingthewise.org). Our staff will respond within 2 business days.

