

The header graphic features a white rectangular box with the text "Refund Policy" in a bold, blue, sans-serif font. The background of the graphic is a collage: on the left, there are green leaves; in the center, there's a light pink paper-like texture; and on the right, there's a dark background with small, scattered pink hearts and the letters "NO" in a light color.

Refund Policy

At SOPROSYNE, LLC d/b/a Sustainable Life Change Institute of America a/k/a Sustainable Life Change ("SLCI"), we are dedicated to providing exceptional programs, events, materials, and curriculums to facilitate positive change and transformation. Please carefully review our refund policy to understand how refunds are processed.

1. **General Policy:** All programs, events (including Live, Virtual, and Pre-Recorded), materials, and curriculums are **NON-REFUNDABLE**, unless explicitly stated otherwise. Refunds will not be issued for these items.

2. **Emergency Exception Appeals (Live Events Only):** In the event that a registered participant cannot attend a live event due to a medical emergency or death of an immediate family member, a written appeal for a refund may be submitted. The appeal must include documented proof of the circumstances. If a refund exception is granted, it will be processed within 60 business days of the event. All refund exceptions are solely at the discretion of SLCI, and our decisions are final and binding. Requests for refunds received after 24 hours of the event will not qualify for this exception process and will adhere to the terms of our General Policy.

3. **Lost in Mail SLCI** cannot be held responsible for items lost in the mail once they have been shipped. No refunds will be issued for lost items. However, if you notify us in writing within 21 days of the order date, we may issue a replacement product in place of the lost item. Replacements will not be issued within the first 14 days after the shipping date.

4. **No Exceptions:** Certain items are ineligible for cash refunds, including:

- Live events, including in-person and virtual events, where registration fees have been paid in advance. However, the amount paid may be transferred to another person, or you may receive a credit which can be applied towards a future event. To be eligible for transfer or credit, written notification must be received at least 48 hours prior to the event start time.
- Digital products or services that have been accessed or downloaded.
- Personalized or customized products or services.
- Wearable merchandise may be exchanged for another size or product if it has not been worn. The replacement product will be shipped within 14 days of receiving the original merchandise. SLCI is not responsible for the cost of return shipping. Merchandise that has been used will not be replaced or refunded.

Thank you for choosing Sustainable Life Change Institute of America. Should you have any questions or concerns about our refund policy, or to submit an emergency appeal please contact us at:

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