

Return and Refund Policy

At **Soul & Strategy Consulting**, we aim to provide exceptional services and products to support your growth journey. We want you to be fully satisfied with your purchase. Please review our policy below.

1. Services

- **Coaching, Consulting, and Strategy Sessions:** Due to the personalized nature of these services, all sales are final. If you need to reschedule a booked session, you must provide at least **24 hours' notice**. Missed sessions without notice may not be rescheduled or refunded.
- **Digital Products** (e-books, guides, templates, etc.): All digital product sales are **non-refundable** once downloaded or accessed.

2. Courses and Programs

If you enroll in a course or program and are unsatisfied, you may request a partial refund within **7 days** of purchase, provided less than 20% of the content has been accessed. After this period, all sales are final.

3. Physical Products

If we ship a physical product, returns are accepted within **14 days** of delivery in unused, original condition. Customers are responsible for return shipping costs unless the product arrived damaged or defective.

4. Refund Processing

Approved refunds will be processed within **7–10 business days** to the original payment method.

5. Contact Us

To request a return or refund, please email [\[info.soulfulseeds@gmail.com\]](mailto:info.soulfulseeds@gmail.com) with your order details and the reason for your request.