



Website:
www.mentoring-plus.net

Email:
Customer-service@mentoring-plus.net

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X: @MentoringPlus24
LinkedIn: Mentoring+ Plus

Phone:
(614) 982-0310

Mentoring+ Plus Refund Policy

Effective Date: August 27, 2024

At Mentoring+ Plus, we strive to provide high-quality mentoring services that meet the needs and expectations of our clients. We understand that circumstances may change, and you may need to adjust your plans. This Refund Policy outlines the conditions under which you may request a refund or reschedule your sessions.

1. Refunds for Services

1.1 Initial Consultation: The fee for the Initial Consultation is non-refundable. This session is designed to assess your needs and develop a personalized mentoring plan. Once the consultation is completed, no refunds will be issued.

1.2 One-Time Sessions: If you are not satisfied with a one-time session (either 30-minute or 1-hour), you may request a refund within 24 hours of the session's completion. Please note that refunds will only be issued if the session did not meet the agreed-upon goals or if there was a significant issue with the service provided.

1.3 Package Plans (Foundation+ Plan, Growth+ Plan, Achievement+ Plan): Refunds for package plans will be considered on a pro-rated basis. If you wish to cancel a package plan, you must do so within the first 14 days of the start of the program to be eligible for a partial refund. After 14 days, no refunds will be issued. The refund amount will be calculated based on the number of sessions used and an administrative fee may apply.

2. Rescheduling and Cancellations

2.1 Rescheduling: You may reschedule a session at any time, provided you give at least 24 hours' notice. Rescheduling requests made within 24 hours of the session start time may be subject to a rescheduling fee.

2.2 Cancellations: If you need to cancel a session, please notify us at least 24 hours in advance. Cancellations made with less than 24 hours' notice will not be eligible for a refund, and the session will be considered used. For package plans, the canceled session will be deducted from the total number of sessions included in your plan.

2.3 No-Shows: If you fail to attend a scheduled session without prior notice, the session will be considered used, and no refund or rescheduling will be available.



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Mentoring+ Plus Refund Policy - Continuation

3. Exceptions

3.1 Extenuating Circumstances: We understand that emergencies and unforeseen events can occur. If you need to cancel or reschedule a session due to an emergency, please contact us as soon as possible. We will evaluate such situations on a case-by-case basis and may offer a rescheduling option or partial refund at our discretion.

4. How to Request a Refund or Reschedule

To request a refund or reschedule a session, please contact us at: Email: customer-service@mentoring-plus.net or Call us: (614) 982-0310 with your name, session details, and reason for the request. Refunds will be processed within 7-10 business days after the request is approved.

5. Changes to This Refund Policy

We reserve the right to modify this Refund Policy at any time. Any changes will be posted on our website and will apply to all purchases made after the effective date of the policy update.

6. Contact Us

If you have any questions or concerns about this Refund Policy, please contact us at:

Email: customer-service@mentoring-plus.net or Call us: (614) 982-0310

By purchasing our services, you acknowledge that you have read, understood, and agreed to this Refund Policy.