

REFUND AND CANCELLATION POLICY

Sales In Stilettos Consulting LLC

Effective Date: August 10, 2026

OVERVIEW

This policy explains how to cancel your subscription and when you are eligible for a refund. Sales In Stilettos offers two subscription options with different refund policies:

- **Monthly Subscription:** \$14.99/month with a 3-day full refund window
- **Yearly Subscription:** \$160/year with a 90-day money-back guarantee (100% refund Days 1-3, 25% refund Days 4-90)

Prices are subject to change at any time. The price displayed on the Sales In Stilettos website at the time of your purchase is the price you will be charged.

All cancellations are processed through your online account.

PART 1: REFUND ELIGIBILITY BY SUBSCRIPTION TIER

Monthly Subscription (\$14.99/month)

You are eligible for a **full refund if you cancel within three (3) calendar days of your initial purchase.**

Refund Window: Days 1-3 after payment

Refund Amount: 100% (full subscription fee)

After 3 Days: Non-refundable

Yearly Subscription (\$160/year) — Money-Back Guarantee

The yearly subscription includes a **money-back guarantee for the first 90 days:**

Full Refund: Days 1-3 after payment (100% refund)

Partial Refund: Days 4-90 after payment (25% refund = \$40)

No Refund: After 90 days

This guarantee allows you to try the Service risk-free for approximately three months. If you're not satisfied within that window, you have two options:

1. **Cancel Days 1-3:** Get 100% of your money back
 2. **Cancel Days 4-90:** Get \$40 back (25% of your yearly fee), and keep 75% of your access through the remainder of the subscription year
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How the 3-Month Money-Back Guarantee Works

Example Timeline for Yearly Subscribers:

- **August 10:** You purchase the yearly subscription for \$160
- **August 13 (Day 3):** Last day for 100% refund
- **September 9 (Day 90):** Last day for 25% refund (\$40)
- **November 10 (Day 180+):** No refund available; your subscription is locked in through August 2027

Key Point: The 90-day money-back guarantee is not a trial period. You have full access during this time. If you request a refund, you're confirming that the Service doesn't meet your needs.

Refund Processing Timeline

Timing for Days 1-3 (Full Refund): The three-day period begins on the day your payment is processed, not the day your subscription officially begins.

Example:

- Payment processed on Monday, August 12
- Refund eligible through Wednesday, August 14 at 11:59 PM (Central Time)
- On Thursday, August 15, refunds are no longer available

How to Request a Refund

To request a refund within the three-day window:

1. Send an email to [INSERT EMAIL]

2. Include:

- Your full name
- Email address associated with your account
- Your request for a refund
- Brief reason (optional)

3. We will respond within 24 business hours to confirm your refund

Refund Processing

- **Processing Time:** Refunds are issued within 5-10 business days of approval
- **Refund Method:** Refund will be credited to the original payment method (credit card, debit card, or original payment source)
- **Verification:** Check your bank or credit card statement to confirm the refund has posted

Access During Refund Eligibility Period

During the three-day refund window, you have full access to the Service. If you request a refund, your access will terminate immediately upon approval of the refund request.

PART 2: NO REFUND AFTER THREE DAYS

Digital Content Policy

After the three-day refund period expires, all subscription fees are non-refundable.

The Service provides immediate access to digital video content that you can view anytime. Because you have had the opportunity to view and use the Content, we do not offer refunds or credits after the three-day window.

This policy applies to:

- Monthly subscription fees
- Partial month subscriptions
- Unused portions of your subscription

No Refund for Voluntary Cancellation

Canceling your subscription after the three-day period does not entitle you to a refund for:

- Your current month's subscription fee
 - Any future renewal payments (you simply stop being charged after cancellation)
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PART 3: HOW TO CANCEL YOUR SUBSCRIPTION

Online Cancellation (Recommended)

The easiest way to cancel is through your account:

1. Log into your Sales In Stilettos account
2. Click "Manage Subscription" in your account settings
3. You will be directed to your billing portal
4. Click "Cancel Subscription"
5. Follow the confirmation prompts
6. Your cancellation is processed immediately

You will receive a confirmation email with the effective cancellation date.

Cancellation Timing and Billing

For Monthly Subscriptions (\$14.99/month):

To avoid being charged for the next billing cycle, you must cancel at least **five (5) days before your next billing date.**

Example Timeline:

- Your billing date: The 15th of each month
 - To avoid September billing: Cancel by September 10th or earlier
 - If you cancel on September 12th, you will still be charged on September 15th
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For Yearly Subscriptions (\$149.88/year):

To cancel after the 90-day money-back guarantee period, you must cancel at least **thirty (30) days before your annual renewal date.**

You will receive a renewal reminder email **30 days before your annual renewal date** with a direct link to cancel if you wish.

Example Timeline:

- Your purchase date: August 10, 2026
- Your annual renewal date: August 10, 2027
- Deadline to cancel for that renewal: July 11, 2027 (30 days before)
- If you cancel on July 20, 2027, you will still be charged on August 10, 2027

During the 90-Day Money-Back Guarantee (Days 1-90):

- You can request a refund anytime and receive either 100% (Days 1-3) or 25% (Days 4-90)
- Access terminates immediately upon refund approval

After the 90-Day Period:

- Your subscription is locked in for the full year
- No refunds available
- You must cancel 30 days before renewal to avoid next year’s charge

After Any Cancellation:

- You retain access to all Content through the end of your current paid billing period (month for monthly subs, year for yearly subs)
- On the first day after your billing period ends, your access terminates
- You will not be charged for any period after your cancellation

What Happens After You Cancel

Timeline	What Happens
Day 1: You click “Cancel”	Cancellation is processed immediately; you receive confirmation email
Days 1-30: Until end of billing period	You retain full access to all Content

After your billing period ends	Your access is revoked; you can no longer log in or view Content
No new billing	You will not be charged any renewal fees

Optional: Follow-Up Communication

After you cancel, the Company may send you optional follow-up emails attempting to understand your reasons for cancellation or offering to win you back (e.g., discounts, new Content). **Responding to these emails is entirely optional.** You are not obligated to respond, and non-response does not prevent your cancellation.

PART 4: NO AUTOMATIC REFUNDS

No Refund for Inactivity

You will not receive a refund simply because you have not used the Service or watched Content.

No Refund for Changed Circumstances

Refunds are not available if your circumstances change, including:

- Change in job or workplace
- Financial hardship
- Moving away
- Finding alternative training resources

No Refund for Technical Issues

Temporary technical difficulties do not entitle you to a refund. If you experience persistent issues accessing Content, contact customer support: [INSERT EMAIL]

PART 5: PAYMENT METHOD AND BILLING ISSUES

Payment Failure

If your payment method is declined or fails:

- We will attempt to charge your account again within 3-5 days
- If the payment continues to fail, your subscription will be suspended
- Your access to the Service will be suspended until a valid payment method is provided

Billing Disputes

If you believe you have been incorrectly charged:

1. Log into your account and review your billing history
2. Contact us immediately at [INSERT EMAIL] with:
 - Your account email
 - Date of the disputed charge
 - Amount
 - Reason for the dispute

We will investigate and respond within 10 business days.

Chargeback Process

Do not file a chargeback with your bank before contacting us. If you file a chargeback:

- Your account will be terminated
- You will lose access to the Service immediately
- The chargeback fee may apply to your account

PART 6: EXCEPTIONS AND SPECIAL CIRCUMSTANCES

Medical or Hardship Exceptions

The Company may, at its sole discretion, grant a refund or credit outside of this policy in exceptional circumstances such as:

- Documented medical emergency
- Severe financial hardship

To request an exception:

1. Email [INSERT EMAIL] with "Refund Exception Request" in the subject line

2. Include documentation of the circumstance
3. The Company will respond within 10 business days

Exception requests are granted at the Company's sole discretion and are not guaranteed.

PART 7: CUSTOMER SUPPORT

Questions About Your Subscription or Refund

Sales In Stilettos Consulting LLC

10228 E Northwest Hwy, Unit 247

Dallas, TX 75238

Email: Admin@salesinstilettos.com

Response Time: We aim to respond to all inquiries within 24 business hours.

PART 8: POLICY CHANGES

The Company may update this Refund and Cancellation Policy at any time. Material changes will be communicated via email with 30 days' notice. Your continued use of the Service following notice of changes constitutes acceptance of the updated policy.

AGREEMENT TO POLICY

By subscribing to Sales In Stilettos, you acknowledge:

1. You have read and understand this Refund and Cancellation Policy
 2. You understand the three-day refund window and the requirement to cancel by the 5-day deadline to avoid next month's charge
 3. After three days, subscription fees are non-refundable
 4. You know how to cancel through your online account
 5. You understand that cancellation does not entitle you to a prorated refund
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Effective Date: August 10, 2026

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