

# CANCELLATION POLICY

## MEMBERSHIPS & PROGRAMS

### **MEMBERSHIP SUBSCRIPTIONS:**

SOS - Selling on Social

F&W - Funnels & Webinars (when available)

### **PROGRAMS:**

F&W - Funnels & Webinars

The Digital Product Lab

Effective date: 1st November 2021

Updated: May 2024

### **1. MEMBERSHIPS:**

SOS - Selling on Social

F&W - Funnels & Webinars (when available)

By joining any of our Membership Subscriptions and/or Programs, you are agreeing to the following terms & conditions as stated below.

### **REFUNDS, RETURNS & CANCELLATIONS**

All sales of digital products - downloadable upon confirmation of purchase - are **FINAL**, unless otherwise stated in a guarantee.

## REFUNDS POLICY

### Section 23 Terms & Conditions

Due to the digital nature of these products, there will be **NO REFUNDS** whatsoever for any products or Programs, including our MEMBERSHIP Subscriptions.

Please do not ask for any refund for any reason or circumstance. Our legal department will strictly enforce this policy.

## RETURN POLICY

Due to the nature of instant downloads, the Product/Service is **NOT RETURNABLE**, under any circumstances. All sales are final and all payments are **NON-REFUNDABLE**.

If you have any questions or problems, please let us know by contacting our support team directly. The support desk can be reached at: [maren@marenbarnard.com](mailto:maren@marenbarnard.com).

### Month-to-month subscriptions

Payments for all members will draft every 30 days from the card information provided on file. This will be 30 days from the date you signed up so please note accordingly and ensure sufficient funds are available.

### Failed Payments

If your initial payment does not process, you will be sent an email requesting your information to be updated within 2 days. After the second attempt, if your payment does not process, your membership will be cancelled.

You may re-enrol in the future during open enrollment if desired, at the prevailing membership price.

## **CANCELLATION POLICY**

### **Monthly Subscriptions**

"SOS - Selling On Social"

"F&W - Funnels & Webinars" (when available)

Subscriptions created will **NOT** automatically cancel.

You may cancel your MONTHLY subscription at any time after the first full month of your subscription, by emailing us at [maren@marenbarnard.com](mailto:maren@marenbarnard.com) and following the instructions you receive. Once cancelled, you will no longer be charged going forward.

Payments for the next billing cycle will not be refunded, so please make sure to cancel **72 hours before your next payment is due.**

No refunds will be issued for any monthly payments and monthly fees will not be prorated.

Upon cancellation of a month-to-month subscription, members will lose access immediately to all content, this includes access to the relevant Facebook Group.

### **Annual Subscriptions created will not automatically cancel.**

If you would like to cancel an annual subscription, you may do so at any time.

However, please note that you need to cancel at least **72 hours prior to your 12-month renewal date** to prevent the next year's subscription from being processed and billed.

There is no trial period and we **do not allow cancellations and/or refunds** for annual subscriptions before the expiry date.

Upon cancellation of a subscription, fully paid-up annual members will continue to receive Content purchased for the remainder of the 12-month period you originally paid for, and once the 12-month term ends, you will no longer have access to the Content, nor the relevant Facebook Group.

## **2. PROGRAMS:**

"F&W - Funnels & Webinars"

The Digital Product Lab

Any other programs supplied by Maren Barnard

## **REFUNDS, RETURNS & CANCELLATIONS**

All sales of digital products - downloadable upon confirmation of purchase - are **FINAL**, unless otherwise stated in a guarantee.

## **REFUNDS POLICY**

### **Section 23 Terms & Conditions**

Due to the DIGITAL NATURE of our products, there will be NO REFUNDS whatsoever for any of our products or Programs. Please do not ask for any refund for any reason or circumstance. Our legal department will strictly enforce this policy.

## **RETURN POLICY**

Due to the nature of instant downloads, the Product/Program/Service is not returnable, under any circumstances. All sales are final and all payments are non-refundable.

If you have any questions or problems, please let us know by contacting our support team directly. The support desk can be reached at: [maren@marenbarnard.com](mailto:maren@marenbarnard.com).

## **PAYMENT PLANS**

Payments for all payment plans will draft every 30 days from the card information provided on file. This will be 30 days from the date you signed up so please note accordingly and ensure sufficient funds are available.

Remember, that you are contractually obligated and agreed to a 3 month period of repayment ("F&W - Funnels & Webinars"),

or 4 month period of repayment (The Digital Product Lab).

## **FAILED PAYMENTS**

If your initial payment does not process, you will be sent an email requesting your information to be updated within 2 days. After the second attempt, if your payment does not process your program access will be cancelled until such time as you rectify the situation.

You may re-enrol in the future during open enrollment if desired, at the prevailing program price.

## **PAYMENT DATES**

### **Funnels & Webinars**

The Funnels & Webinars program is STRICTLY a 12-week Program. By opting into our payment plan, you are hereby entering into a legally enforceable contractual obligation to honour FULL PAYMENT.

Non-payment remedies may include, but are not limited to, suspending program and Facebook access, seeking legal remedies or employing collection agencies.

When purchasing the Funnels & Webinars Program you have the option to pay an One-Time payment or Payment Plan.

When selecting the Payment Plan option you enter into a legal obligation to complete all the payments you agreed to when entering this transaction (see above Non-payment remedies).

**3 x Monthly payments will be deducted as follows:**

Payment 1: Immediately after purchase

Payment 2: 30 Days after purchase date

Payment 3: 60 Days after purchase date

*You are contractually obligated to, and you have agreed to, a monthly payment plan over 3 months so there is **NO CANCELLATION POLICY** available to you.*

*Upon failure to pay on time, members will lose access immediately to all content, this includes access to the relevant Facebook Group until such time you have rectified the situation.*

**The Digital Product Lab**

The Digital Product Lab is STRICTLY a 4-month Program. By opting into our payment plan, you are hereby entering into a legally enforceable contractual obligation to honour FULL PAYMENT.

Non-payment remedies may include, but are not limited to, suspending program and Facebook access, seeking legal remedies or employing collection agencies.

When purchasing The Digital Product Lab Program you have the option to pay an One-Time payment or Payment Plan.

When selecting the Payment Plan option you enter into a legal obligation to complete all the payments you agreed to when entering this transaction (see above Non-payment remedies).

**4 x Monthly payments will be deducted as follows:**

Payment 1: Immediately after purchase

Payment 2: 30 Days after purchase date

Payment 3: 60 Days after purchase date

Payment 4: 90 Days after purchase date

*You are contractually obligated to, and you have agreed to, a monthly payment plan over 4 months so there is **NO CANCELLATION POLICY** available to you.*

*Upon failure to pay on time, members will lose access immediately to all content, this includes access to the relevant Facebook Group until such time you have rectified the situation.*

## **LIFETIME ACCESS**

### **FUNNELS & WEBINARS:**

Students who purchase **The Funnels & Webinars** Program will get "lifetime access" (in other words, for the life of the program) to the training in your student portal, but will lose access to the members only Facebook group and coaching calls after 12 weeks.

After the end of your first 12 weeks, you have the chance to become an alumni student and keep your access to coaching and support through the various FB Groups.

### **THE DIGITAL PRODUCT LAB:**

Students who purchase **The Digital Product Lab** Program will get "lifetime access" (in other words, for the life of the program) to the training in your student portal, but will lose access to the members only Facebook group and coaching calls after 16 weeks.

After the end of your first 16 weeks, you have the chance to become an alumni student and keep your access to coaching and support through the various FB Groups.

***The Alumni price for this is R599/month at the time of writing. (Subject to change at any time)***

Please note: Lifetime access means the life of the program. If for any reason Maren Barnard decides to retire the program you will get 90 days notice to download the training onto your personal device.

## **Contact Us**

If you have any questions or concerns about any of our Memberships or Programs, please contact us:

- By email: [maren@marenbarnard.com](mailto:maren@marenbarnard.com)