

Return & Refund Policy

Effective Date

March 21, 2025

1. Overview

At NASTASE F.D. ANCA PFA, we provide live, digital coaching and educational services. Due to the nature of our services—which involve real-time delivery and immediate value—our refund policy is limited and specific. Please read the following terms carefully before purchasing.

2. Refund Eligibility

Refunds are available only for the '5-Day Intensive – Creating Your Irresistible Offer' program (both mini-group and VIP formats). Clients may request a full refund if:

- The request is made on Day 1 or Day 2 of the live experience
- The request is discussed and confirmed directly with us
- The client has not received more than two full days of instruction

3. Refund Timeframes

Refund requests must be submitted no later than 11:59 PM (Romania time) on Day 2 of the intensive. Requests submitted after this point will not be eligible.

4. Non-Refundable Scenarios

Refunds will NOT be issued in the following cases:

- No-shows or unresponsive clients
- Full or partial attendance beyond Day 2
- Completion of the 5-Day Intensive
- 1:1 Live Sessions (single or monthly)
- Failure to implement or dissatisfaction with outcomes

Clients who miss sessions will receive indefinite access to replays and materials but are still responsible for the full payment.

5. How to Request a Refund

To request a refund, please email felicity@felicityanca.com with:

- Your full name
- Service purchased
- Date of purchase
- Reason for your refund request

We will reply within 3 business days to confirm eligibility and next steps.

6. Refund Processing

If a refund is approved, it will be processed via Stripe to the original payment method. Refunds may take 5–10 business days to appear, depending on your bank or card provider.

7. Governing Law & Policy Changes

This policy is governed by Romanian law. We reserve the right to update or amend this policy at any time. Changes will be reflected on our website.