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**WILDFLOWER ROOT REFUND POLICY**

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## REFUND POLICY

### Effective Date:

This refund policy is effective as of the \_\_\_\_ day of \_\_\_\_\_, 2024.

At WILDFLOWER ROOT WELLNESS, we strive to provide our clients with exceptional service and satisfaction. We understand that circumstances may arise that require the cancellation or rescheduling of booked sessions. To ensure transparency and clarity regarding refunds, we have established the following refund policy:

### 1. Cancellation and Rescheduling:

1.1. Clients may cancel or reschedule a booked session up to 48 hours prior to the scheduled session time without incurring any penalties.

1.2. If cancellation or rescheduling is requested within the 48-hour window, clients may be eligible for a partial refund amounting to 70% of the booking fee, excluding any incurred logistical costs associated with arranging the session.

1.3. Failure to cancel or reschedule within the designated 48-hour window will result in the forfeiture of any refund.

### 2. Refund Process:

2.1. To request a refund for a cancelled or rescheduled session, clients must contact US at [support@wildflowerroot.com](mailto:support@wildflowerroot.com) and provide relevant details, including the booking reference number and reason for the request.

2.2. Refund requests will be processed within 2 business days of receipt, subject to verification and approval by WILDFLOWER ROOT.

2.3. Approved refunds will be issued using the original payment method used for the booking, unless otherwise specified by the client.

### 3. Exceptions:

3.1. In exceptional circumstances, such as unforeseen emergencies or situations beyond the client's control, we reserve the right to waive or modify the refund policy at its discretion.

3.2. Any exceptions to the refund policy will be communicated to the client in writing and will be subject to review and approval by US.

### 4. Contact Information:

For inquiries or assistance regarding refunds, clients may contact US at [support@wildflowerroot.com](mailto:support@wildflowerroot.com).

### 5. Changes to Refund Policy:

We reserve the right to amend or update this refund policy from time to time without prior notice. Any changes to the policy will be posted on our website and will become effective immediately upon posting.

By booking a session with US, client acknowledge and agree to abide by the terms and conditions outlined in this refund policy.