

RETURN POLICY

Last updated August 4, 2020

Thank you for trusting us with your business. We hope you are happy with your purchase. Due to the nature of digital products, refunds or exchanges are not accepted for items that are instantly downloaded. However, if you are not completely satisfied with your purchase of group or individual classes, coaching, editing, proofreading or writing services (excluding digital courses), you may contact us for a full refund. Please see below for more information on our return policy.

REFUNDS

After contacting us to express your concerns with group or individual classes, coaching, editing, proofreading or writing services (excluding digital courses), your refund will be processed. Please allow at least 7 business days from confirmation of refund to process payment.

EXCEPTIONS

Digital products such as downloadable worksheets, digital courses, e-books or templates are not eligible for a refund. Please read the refund policy for each individual class. Cancellations that are not submitted within the time frame noted on Calendly are not eligible for a refund. Please allow 24 hours' notice for cancellation of one to one or group classes. Cancellations after this time frame are not eligible for a refund. However, if you are unsatisfied after completing your lesson or service (group or individual classes, coaching, editing or proofreading), please contact us at hello@fluentthewriteway.com.

QUESTIONS

If you have any questions concerning our return policy, please contact us at: hello@fluentthewriteway.com.