



Sovereignty Herbs LLC Service Cancellation & Refund Policies

EDUCATIONAL PROGRAMMING

Online Live Interactive Programs Cancellation & Refund Policy

Payments must be current in order to receive the program supplies and access to the student resource pages and/or recordings. Written cancellations must be received by support@sovereigntyherbs.com prior to the start of the program up to the date of the first class. Registrants who cancel prior to the start of the program will receive a refund minus a \$100.00 administration fee. No refunds will be given after the first class.

In-person Workshops Cancellation and Refund Policy

Registrants can receive a refund minus a 20% administration fee for a workshop, program, or intensive if the cancellation is received *7 or more days before the start date*. Unless extenuating circumstances are communicated in writing, no refunds will be given for cancellations received less than 7 days prior to the start date of the workshop, program, or intensive. Refunds will not be given to individuals who register but do not attend.

Clinical Training and Mentorship Programs Cancellation and Refund Policy

Non-refundable deposits (due upon acceptance) are non-refundable. If you make payments beyond this non-refundable deposit but find that you are unable to attend your intended program, you will be offered a place in a subsequent program or provided with a refund for payments made within 1 month of withdrawing from the program. Unless under extremely special circumstances, there will be no refunds for individuals who choose to leave the program after it has begun. However, these types of circumstances will be considered on a case-by-case basis.

Retreats Cancellation and Refund Policy

Non-refundable deposits (due upon registration) are non-refundable. If you make payments beyond this non-refundable deposit but find that you are unable to attend the retreat, you will be issued a refund for payments made prior to 30 days of withdrawing from the retreat. Cancellations made less than 30 days to the start of the program will receive a refund minus the non-refundable deposit plus \$150.00 administration fee. Unless under extremely special circumstances, there will be no

refunds for individuals who choose to leave the retreat after it has begun. These types of circumstances will be considered on a case-by-case basis.

Herbal Practice Connexion Membership Cancellation & Refund Policy

You can cancel your membership at any time by unsubscribing from automatic renewals under Your Plans and Purchases > Cancel Subscription.

If you purchased HPX membership on iOS, you'll find the option to unsubscribe within the iOS app.

You can cancel iOS purchases by following these steps:

1. Go to settings > [Your Name] > Media & Purchases.
2. Choose "View Account"
3. Scroll down to "Subscriptions."
4. Find your Mighty Networks subscription
5. Click on subscription and cancel

On an iOS or Android web browser you can go to Profile > Your Purchases > Active Subscriptions and cancel a subscription there, as long as you made the purchase on mobile web or desktop web.

There are no refunds for months of membership for which you have already been charged regardless of whether you are on a monthly plan or an annual plan. Once you cancel your membership you will have access to the network for the duration of your current subscription cycle after which point your access to the network will end.

CLINICAL SERVICES

Herbalism & Wellness Coaching Packages Cancellation and Refund Policies

Package Refunds: Packages are an investment in your health and wellness.

Payments must be current prior to your first consultation. Refunds for packages are not permitted unless there are extenuating circumstances and are accompanied by a written email explanation. Emails must be received 7 days prior to the first consultation to receive a refund minus a \$30.00 admin fee. Termination after the first consultation will receive a refund minus \$150.00 appointment fee and \$30.00 admin fee (to a total \$180.00). Refunds are not available after the second consultation.

Cancellations and No Show Appointments: Please note that once you have booked an appointment with us it means that we have reserved time in our schedule exclusively for you. Cancellations made up to 72 hours prior to your appointment will be rescheduled without penalty. If you cancel your appointment less than 72 hours

prior to your appointment or do not show up to your appointment, you forfeit one consultation booking and no refunds or rescheduling for that missed appointment will be available.

Ohio Free Herbal Clinic No Show Appointments

Our free clinic appointments are in very high demand. Not showing up for your scheduled appointment deprives another individual in need of being able to have access to herbal care. Unless extenuating circumstances are communicated via phone message or email, clients who schedule but fail to attend their free clinic appointment will no longer be eligible to attend the Ohio Free Herbal Clinic. However, they would be welcomed as paid, private clients.

Aroma-Psyche-Body Sessions and Flower Essence Consultations

Cancellations made up to 72 hours prior to your appointment can be rescheduled or refunded without penalty. If you cancel less than 72 hours prior or do not show up to your appointment, no refunds or rescheduling for that missed appointment will be available.

If you purchased one of these sessions/consultations as a gift for someone else, a refund can be given on gift purchases within 12 months of the purchase date. Refunds for gift purchases will not be given if scheduled appointments are not canceled within 72 hours and/or if the individual does not attend. Please note that gift purchases are non-transferable or redeemable for cash, products, and/or other clinical services.

Who to contact about cancellation and refund inquiries:

For Educational Programming cancellation and refund inquiries, including those surrounding online and in-person programs, retreats, and clinical training and mentorship programs, contact Erika Galentin at office@sovereigntyherbs.com in writing with the order or invoice number in your refund request.

For Clinical Services cancellations and refund inquiries, including herbalism & wellness packages, flower essence consultations, and Aroma-Psyche-Body sessions, please contact Erika Galentin at office@sovereigntyherbs.com with your name and date of session