

Lioness Learning Billing and Refund Policy

Audio, Video and Workbook Products

We believe you will find our products to be of high quality. If our product does not meet with your expectations, you may request a refund by returning it to us at the following address **within 2 weeks of your order date**:

Katherine Eitel and Associates
PO Box 50490
Mesa, AZ 85208

- Ship the product via **U.S. Postal Service**.
- It must be **insured for the full order amount**.
- **COD's will not be accepted**.

Upon our receipt of the returned product, a refund for the sales price of the product and any applicable taxes (no shipping charges) will be issued to the credit card used for the purchase within 30 days.

Lion's Den Community Membership

1. Monthly payment plans

- Monthly payment plans are paid with a **debit or credit card**.
- Your card will be automatically charged on the date of your order and **on the first day of each month thereafter**.
- Payment receipt will be sent from PayPal to your billing email address following each monthly charge applied to your credit card.

2. Annual payment plans

- Annual payment plans can be paid via **credit card or check**
- Annual accounts paid with a credit card will be **renewed automatically** on the anniversary date
- Payment receipt will be sent from PayPal to your billing email address when the annual charge is applied to your credit card.

3. If your account is in arrears, you will be notified by email and/or by telephone

4. If membership in the Lion's Den Community does not meet with your expectations, we hope you'll communicate your thoughts with us. You may cancel your membership at any time. To cancel, please e-mail **info@KatherineEitel.com** with your intent to cancel and the effective date.

- Monthly payments are processed on the first day of each month. *Requests to cancel membership must be made before the 28th day of the month* to allow time to stop the following month's payment. Refunds will not be issued -- future charges will be stopped.
- Annual Plan refunds will be prorated based upon the number of months remaining on your plan. A refund will be issued to the credit card used for the purchase within 30 days.