

## **Return and Refund Policy [www.gilian.life](http://www.gilian.life)**

Our services (coaching sessions, workshops, online programs, and gift certificates) are non-refundable. However, client satisfaction is important to use, so if you are not satisfied, we will discuss how to make it right.

Our products are refundable and can be returned until five (5) business days after you receive them. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. When an item is not in its original condition, is damaged or missing parts for reasons not due to our error, only partial refunds are granted. Once your return is received and inspected, we will send you an email to notify you that we have received your returned item and refund it. Only regular priced items may be refunded, unfortunately sale items cannot be refunded. We only replace items if they are defective or damaged. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. When processing the refund, the cost of return shipping will be deducted from your refund.