

thehealthyweighout

Refund Policy for 6-Week “Jump Start” Emotional and Binge Eating Program

At TheHealthyWeighOut, we want all of our participants to be successful and to gain great benefits from the material and experience of our 6-week program. And, thankfully, we know that our program works! But no matter how powerful or effective a program might be, we know that it is not possible to feel satisfied and/or to be successful unless you put forth an appropriate level of participation.

Therefore, in order to qualify for our Money Back Guarantee, we require participants to demonstrate that they have fully participated in ALL components of our 6-week program. This includes, but is not limited to, attendance at all retreats and services, completion of at-home assignments, and community-based engagements with fellow participants.

Please review the following requirements associated with our Money Back Guarantee. If you have met all of these qualifications and still feel that you are not satisfied with what you have learned and/or your experience in the “Jump Start” level of our 6-week Emotional & Binge Eating Program, we will gladly refund your money.

Requirements:

- You must be enrolled at the Jump Start level of our Emotional & Binge Eating Program. Regretfully, those registered at the Gentle Start level of programming do not qualify for the Money Back Guarantee.
- You must pay in full prior to the first day of the first retreat of the 6-week session you are enrolled in. Participants who opt to pay for the Jump Start program using a payment plan are not eligible for the refund.
- We offer a 50-day refund period. In the event that you decide you were not satisfied with your participation in this program, within 50 days of the first day of the first retreat of the 6-week session in which you are enrolled, contact us in writing at contact@thehealthyweighout.com and let us know you'd like a refund. This written request must be received by the 50th day at 11:59MST.
- In order to qualify for a refund, you must include proof that you completed all of the

work associated with the program and that it did not work for you. If you request a refund and do not include your coursework by the 50th day, you will not be granted a refund.

The work / proof of full engagement that we ask you to submit with your written request for a refund includes ALL of the following items:

- a) Attendance at all 6 days of the in-person retreats, which includes staying for the entire retreat day. Your attendance can be verified by our team; no proof must be submitted.
- b) Dates of your attendance at all 6 individual sessions with our Registered Dietitian.
- c) Dates of your attendance at all 12 individual sessions with our Personal Trainers.
- d) Complete and attach photos of all 6 of your Emotional At-Home Assignments.
- e) Complete and attach photos of all 6 of your Nutritional At-Home Assignments.
- f) Complete and attach photos of all 6 of your Physical Fitness At-Home Assignments.
- g) Attach copies of at least 3 emails you sent to the group using our Gaggles email, either asking a question, providing support or sharing a story, or responding to someone else's email. The 3 emails must all be on different days within the 50-day period.
- h) Attach screenshots of at least 3 posts you made in our private Facebook group, either asking a question, providing support or sharing a story, or responding to someone else's post. The 3 posts must all be on different days within the 50-day period.
- i) Tell us why this program was not a good fit for you. What did you expect that you did not get once inside the program?

Regretfully, we will NOT provide refunds more than 50 days following the first date of the first retreat of the 6-week session in which you are enrolled. After 50 days, all payments are non-refundable. All refunds are discretionary as determined by The Healthy Weigh Out, LLC.

If you have any questions regarding this refund policy, please let us know by contacting us at contact@thehealthyweighout.com or (480) 941-6999.