



Purpose: This policy outlines the procedure for addressing customer grievances, including eligibility for refunds, exchanges, or compensation when applicable.

Scope: This policy applies to all customers who purchased products or services from Therapist Express. It covers grievances related to product quality, billing issues, and other customer concerns.

Grievance & Refund Procedure

Informal Resolution: Customers are encouraged to contact our customer service team [here](#) for quick resolution.

Acknowledgment: Complaints will be acknowledged within 5 business days.

Investigation: The team will review the complaint, check purchase records, and conduct an internal investigation if needed. Additional information may be requested from the complainant.

Resolution & Refund Eligibility: If the complaint is validated, the following resolutions may be offered:

1. **Refund:** A full or partial refund.
2. **Webinar Replacement:** A replacement product or service at no additional cost.
3. **Store Credits:** Webinar Credits towards your next purchase.
4. Refunds will be processed within 5 business days after approval.

Decision and Outcome: A written response will be provided within 5 business days after the investigation. If the grievance is upheld, appropriate action will be taken.