

Return and Refund Policy

Business Name: Transformational Coaching & Therapy – Claudia Laschet

Effective Date: 30/07/2025

Digital Product Refund Policy

We want you to feel confident in your purchase. Because our products are delivered instantly in digital format, they cannot be “returned” in the traditional sense. For that reason, **all sales are final and non-refundable in cases of change of mind, lack of motivation, or perceived lack of results.**

Our programs and resources are designed to support personal growth and transformation, but as with any self-development work, your success depends on your commitment, engagement, and application. By purchasing, you acknowledge that no specific results can be guaranteed.

Your Rights Under New Zealand Law

Nothing in this policy affects your rights under the **New Zealand Consumer Guarantees Act 1993 (CGA)**.

You are entitled to a **repair, replacement, or refund** if a product is faulty, not as described, or not fit for purpose. These rights cannot be excluded by any business.

Duplicate Purchases or Technical Issues

If you:

- accidentally purchase the same course more than once, or
- encounter a technical issue that prevents you from accessing your product,

please contact us within **7 days of purchase** at welcome@claudialaschet.com. We will promptly resolve the matter by restoring access, providing a replacement, or issuing a refund in line with your rights under the CGA.

Acknowledgment at Checkout

By completing a purchase through our checkout pages on Stripe, ThriveCart, Forento, or any affiliated platform, you confirm that you have read and agreed to this Return and Refund Policy, and that you understand your statutory rights under New Zealand law remain protected.

Modifications & Governing Law

We may update or modify this policy at any time. Any changes will be posted on this page, and continued use of our services indicates your acceptance of the updated policy.

These Terms are governed by the **laws of New Zealand**, and any disputes will be subject to the jurisdiction of New Zealand courts.

Business Address: 10 Rowling Place, Cambridge 3432, New Zealand

Email: welcome@claudialaschet.com