

# THE YOGI GROUP REFUND POLICY

We hope that you enjoy the programmes/items you have purchased from The Yogi Group. However, if you wish to be issued a refund, you may do so in accordance with your statutory rights or in accordance with this Refund Policy.

## How to request a refund

Customers may request a refund for the programmes/items purchased from The Yogi Group under this Refund Policy in accordance with the following terms:

1. Refunds under this policy must be made within 14 days of delivery of an item.
2. For a refund:
  - a. you must provide reasons for being dissatisfied with the product
3. To start the refund process, you should email us at [theyogigroup@gmail.com](mailto:theyogigroup@gmail.com), requesting a return in accordance with this Refund Policy. Include your name, identification of your order (e.g., an order number), and details of the item(s) you wish to return.

## Entitlement to a Refund

When a refund is made following the requirements and procedures set out in this Refund Policy, a customer is entitled to a full refund of the price they paid for the item(s):

1. Considering any discounts that were applied at the time of purchase.

## Processing Refunds

Once we have received your request we will:

1. Discuss your return/refund reasons with you within 14 days.
2. If we confirm that the item and your refund procedure comply with the requirements set out in this Refund Policy:
  - a. We will let you know that your refund request has been received and accepted.
  - b. You will receive a refund via your original payment method, usually within 14 days of a refund being accepted.
3. If the item returned or your returns procedure does not comply with the requirements set out in this Refund Policy:
  - a. We will let you know why your refund has not been accepted.
  - b. We may offer a reduced refund.
  - c. You will have the option to keep the programme/items purchased.

## A Customer's Statutory Rights

The refund process provided under this Refunds Policy is provided *in addition to* customers' statutory rights and this Refund Policy does not diminish these statutory rights in any way - it simply provides our customers with an additional refund option.

A customer has a statutory right to a refund in certain circumstances. For example, you may have a right to a refund if a product is not of satisfactory quality or not fit for purpose. Or, if you are a consumer, you may have a right to simply change your mind and cancel your order in certain circumstances (i.e. your cancellation rights).

Please See our Terms and Conditions and the policy that covers your purchase. You will have been shown or given these during the purchase process.

You can contact us at [theyogigroup@gmail.com](mailto:theyogigroup@gmail.com) to request a copy of the relevant Terms and Conditions, to ask which of our Terms and Conditions are applicable to your purchase, or to request more information about your rights.