

Refund Policy

Last Updated: August 30, 2024

1. Introduction

At On The Move Fitness LLP ("we," "our," "us"), we strive to provide the highest quality online fitness coaching services. However, we understand that there may be circumstances where you may need to request a refund. This Refund Policy outlines the conditions under which we offer refunds for our services.

2. General Refund Policy

- Digital Products and Services: Due to the digital nature of our services, all sales are final. We do not offer refunds for any of our online fitness coaching services once the purchase has been made, except in the cases outlined below.
- Subscription Services: If you have purchased a subscription service, you may cancel your subscription at any time. Cancellations will take effect at the end of your current billing cycle. We do not offer refunds for any partially used subscription periods.

3. Eligibility for Refunds

We may consider a refund under the following circumstances:

- Technical Issues: If you are unable to access our services due to technical issues on our end, and we are unable to resolve the issue within a reasonable timeframe, you may be eligible for a refund. Refunds will be issued on a pro-rata basis for the period during which the service was inaccessible.

- Service Not as Described: If you believe the service you received is not as described on our Platform, you must contact us within 7 days of purchase. We will review your claim and, if valid, issue a partial or full refund at our discretion.

- Duplicate Charges: If you were accidentally charged more than once for the same service, please contact us immediately. We will process a full refund for the duplicate charge.

4. How to Request a Refund

To request a refund, please follow these steps:

1. Contact Us: Send an email to weareonthemove.life@gmail.com with your name, email address, the date of purchase, and the reason for your refund request.

2. Review Process: We will review your request and may ask for additional information to process your refund.

3. Refund Decision: If your refund request is approved, we will process the refund to your original payment method within 10-14 business days. You will receive an email confirmation once the refund has been processed.

5. Non-Refundable Items

The following items and services are non-refundable:

- Gift cards or vouchers
- Any services or products that have been fully or partially used
- Customized workout plans or nutritional guides that have been delivered to you

6. Changes to This Refund Policy

We may update this Refund Policy from time to time. Any changes will be posted on this page with an updated "Last Updated" date. Your continued use of our services after any such changes constitutes your acceptance of the new Refund Policy.

7. Contact Us

If you have any questions or concerns about this Refund Policy, please contact us at weareonthemove.life@gmail.com.