

## Sales and Refund Policy

Rev. 10/2024

Thank you for shopping at NeuroAffective Touch®. We hope you enjoy our trainings and the products we sell. We also want to make sure you have a fulfilling experience while you are exploring, evaluating, and purchasing our products and registering for our trainings.

As with any shopping experience, there are terms and conditions that apply to transactions at The NeuroAffective Touch® Institute, Inc. (To make it visually easier on both of us, we will refer to this entity as “NATouch™” in this policy).

We'll be as brief as possible. The main thing to remember is that by placing an order or making a purchase at NATouch™, you agree to the terms set forth below along with our [Privacy Policy](#) and [Terms and Conditions of Use](#).

### Nurture to Heal™ Satisfaction Guarantee

Our goal is your complete satisfaction with the Nurture to Heal™ Therapeutic Pillows. If for any reason you are not happy with your purchase, simply return the pillow in its original condition within 18 days of purchase and we will give you a full refund, plain and simple.

This Satisfaction Guarantee applies to Nurture to Heal™ Therapeutic Pillows only.

### Return Policy

We fundamentally believe you will enjoy the products you purchase from NATouch™. That is because we go out of our way to ensure that they are designed and built with love, to be just what you need. We understand, however, that sometimes a product may not be what you expected it to be. In that event, we invite you to review the following terms related to returning a product.

For any undamaged product, simply return it along with the original receipt (or gift receipt) within 18 days of the date you receive the product, and we will exchange it or offer a refund based upon the original payment method. In addition, please note the following:

- Gift cards, audio and video downloads are not eligible for return.
- In the case of items returned with a gift receipt, NATouch™ will offer you an NATouch™ Gift Card.
- A refund will be issued within 2-3 business days provided the return is in its original, undamaged and unmarked condition, showing no signs of wear or use such as odor from excessive heat or perfumes, skin oil, or lotion stains.

# NeuroAffective Touch®

- No refund will be issued for products damaged by the consumer.
- Refunds will be issued for the product purchase only. No refund will be issued for shipping and handling.
- Return shipping fees are the responsibility of the purchaser.
- For returns, please email [victor@neuroaffectivetouch.com](mailto:victor@neuroaffectivetouch.com) for a return authorization and further instructions.

## Training Refund Policy

This policy applies to all NATouch™ trainings, events, workshops, case consultations, and practicums, live, online, and recorded (hereto referred to as “Training”):

- If you are denied access to the Training, a full refund will be issued.
- If a Training is cancelled by NATouch™, a full refund will be issued.
- If a Training module is rescheduled, tuition will be transferred to the rescheduled Training or to another location of your choice. No refund will be issued.
- If you cancel a Training at least 21 days prior to a training module, a full refund will be issued, less a \$85 nonrefundable cancellation fee.
- If you cancel a Training module within 20 days of its start date, a 60% refund will be issued for that module’s tuition, less a \$85 nonrefundable cancellation fee; if you paid tuition in advance for future Training modules, a full refund will be issued for the tuition of those additional future Training modules.
- No refunds will be issued for no-shows.
- No refunds are issued for missing a portion of a Training.
- No refunds will be issued when you cancel a case consultation, practicums, or online presentation. A video recording will be made available if the event is recorded.
- No refunds will be issued when NATouch™ reschedules a case consultation, practicums or online presentation. A video recording will be made available if the event is recorded.
- All requests for cancellation and/or refund must be submitted in writing, via email, to [victor@neuroaffectivetouch.com](mailto:victor@neuroaffectivetouch.com). A request for cancellation is officially granted once you receive an email confirmation of the cancellation.

## Cohort Transfer Policy

This policy applies to all NATouch™ trainings, events, workshops, case consultations, and practicums, live, online, and recorded (hereto referred to as “Training”):

- Online Modules 1-3, the transfer fee is \$85
- In-person Parts 1 & 2, and Module 4, the transfer fee is \$125

The transfer applicant is responsible for any tuition difference.

## Pricing

NATouch™ reserves the right to change prices for products displayed on our websites at any time, and to correct pricing errors that may inadvertently occur. In the event you have been charged more than the posted price for a product from our websites, please contact [victor@neuroaffectivetouch.com](mailto:victor@neuroaffectivetouch.com) for a refund of the overcharge.

Prices shown are in US dollars. If you are paying for your order with an international credit card, the purchase price may fluctuate with exchange rates. In addition, your bank or credit card issuer may also charge you foreign conversion charges and fees, which may also increase the overall cost of your purchase. Please contact your bank or credit card issuer regarding these fees.

Any tax which NATouch™ may be required to pay or collect with respect to the sale, purchase, delivery, transportation, storage, processing, use or consumption of any products described in this policy shall be added to the account of the purchaser.

## Order Acceptance/Confirmation

NATouch™ may, in its sole discretion, refuse or cancel any order and limit order quantity. NATouch™ may also require additional qualifying information prior to accepting or processing any order. Once we receive your order that was placed on our websites, we'll provide you with an email order confirmation. Your receipt of an order confirmation, however, does not signify NATouch™ acceptance of your order, nor does it constitute confirmation of our offer to sell; we are simply confirming that we received your order. NATouch™ reserves the right at any time after receiving your order to accept or decline your order for any reason. If NATouch™ cancels an order after you have already been billed, NATouch™ will refund the billed amount.

## US Shipping & Delivery

Since the actual delivery of your order can be impacted by many events beyond our control once it leaves our facilities, NATouch™ cannot be held liable for late deliveries. We will, however, work with you to ensure a smooth delivery.

### Free shipping

Shipping in the US is free on all orders over \$150.

### Priority shipping

All orders ship with US Postal Service Priority Mail to make sure your order gets to you on time. According to USPS shipping takes 1-3 days.

Most orders will leave our warehouse on the business day after you place your order. We work hard to ship every order as quickly as possible, but sometimes we have to make your product first. All orders will leave our facility within 3 business days after you place your order.

Occasionally, we will confirm ship and delivery times, then learn we are unable to fulfill the order due to low product availability. In these rare cases, we will notify you by email of the new ship and delivery times.

### Shipping Cost

The cost for shipping is calculated and displayed on the Checkout page before you complete your order.

## Pickup at Training

If you select Pickup at Training, your order will be prepared and available for next day pick-up at your training venue.

## International Shipping & Delivery

Since the actual delivery of your order can be impacted by many events beyond our control once it leaves our facilities, NATouch™ cannot be held liable for late deliveries. We will, however, work with you to ensure a smooth delivery.

# NeuroAffective Touch®

## **Shipping**

All orders ship with US Postal Service.

Most orders will leave our warehouse on the business day after you place your order. We work hard to ship every order as quickly as possible, but sometimes we have to make your product first. All orders will leave our facility within 3 business days after you place your order.

Occasionally, we will confirm ship and delivery times, then learn we are unable to fulfill the order due to low product availability. In these rare cases, we will notify by email of the new ship and delivery times.

## **Shipping Cost**

The cost for shipping is calculated and displayed on the Checkout page before you complete your order.

## **Consumers Only**

NATouch™ sells and ships products to end-user customers only, and we reserve the right to refuse or cancel your order if we suspect you are purchasing products for resale. If you want to resell our products, contact [victor@nurturetoheal.com](mailto:victor@nurturetoheal.com).

## **Product Availability and Limitations**

Given the demand and/or supply constraints of some of our products, NATouch™ may have to limit the number of products available for purchase. Trust us, we're making them as fast as we can. NATouch™ reserves the right to change quantities available for purchase at any time, even after you place an order. Furthermore, there may be occasions when NATouch™ confirms your order but subsequently learns that we cannot supply the ordered product. In the event we cannot supply a product you ordered, NATouch™ will cancel the order and refund your purchase price in full.