Refund Policy - Joint Fitness

Joint Fitness, LLC - Refund Policy

This Refund Policy outlines the terms and conditions under which clients of Joint Fitness, LLC may request a refund for personal training services. Our aim is to be fair and transparent in our handling of refund requests.

## 1. Unused Sessions

* An **unused session** is defined as any scheduled personal training session that has been paid for by the Client but has not yet been completed.
* Clients may request a refund for any unused personal training sessions at the original purchase price, subject to the following conditions:
  + For refund requests made within **six (6) months** of the original purchase date, the refund will be issued for the full value of the remaining unused sessions.
  + If more than **six (6) months** have passed since the original purchase date, the Client will be eligible for a **prorated refund** for the unused sessions. The prorated refund will be calculated based on the number of unused sessions remaining within this timeframe.

## 2. Used Sessions

* **Refunds will not be issued for any personal training sessions that have already been completed.**

## 3. Requesting a Refund

* To request a refund, Clients must contact Joint Fitness, LLC by either:
  + Calling **(206) 473-8143**
  + Sending an email to **ChrisC@jointfitness.net**
* Clients must clearly state the reason for their refund request and provide any relevant supporting documentation, if applicable.
* All refund requests will be reviewed and processed within **ten (10) business days** from the date of approval.
* Approved refunds will be issued using the **original method of payment**.
* In the event that the original payment method is no longer available, Joint Fitness will work with the Client to determine a suitable alternative method for issuing the refund.

## 4. Non-Refundable Items

* The following items are **non-refundable**:
  + **Promotional Offers and Discounts:** Sessions or packages purchased at a discounted rate or through special promotions are not eligible for refunds.
  + **Membership Fees:** Any membership fees or administrative fees associated with Joint Fitness services are non-refundable.

## 5. Right to Modify Refund Policy

* Joint Fitness, LLC reserves the right to modify this Refund Policy at any time, at its sole discretion.
* Any changes to this policy will apply to future sessions or packages purchased after the date of the modification and will be communicated to clients in advance.

By purchasing personal training services from Joint Fitness, LLC, you acknowledge and agree to the terms outlined in this Refund Policy. We are committed to providing quality fitness training in Kitsap County, Washington, and aim to handle all refund requests fairly and efficiently.