



## RETURNS AND REFUND POLICY

Thank you for shopping at She is MOM S.R.L.

If, for any reason, you are not fully satisfied with a purchase, please see our refund and return policy.

The following terms apply to any service/product you have purchased from us.

The Company (referred to as "Company," "We," "We," or "Ours") refers to She is Mom.

The services/products refer to the items offered for sale on this website.

Sessions are a request from you to purchase services from Users - Mentors.

Orders are a request from you to purchase services/products from Users - Benefits.

The site contains information about services/products, including the prices of individual services/products. Prices of service/products are listed including value-added tax and all related fees. The prices of the service/products remain valid as long as they are displayed on the site.

To order the service/product, the client fills in the session/benefit form on the site. The order form contains, in particular, information about:

- ordered service/product/,
- the method of payment of the price for the ordered service/product/,
- method of providing the service/product

(hereinafter collectively referred to as "order").

1. Before sending the order, the client is allowed to check and change the data he/she entered in the order, even with regard to the client's ability to detect and correct errors made when entering data into the order. The client sends the order by clicking on the "Confirm booking"/"Claim" button.
2. Sending an order is considered to be an act of the client that unequivocally identifies the ordered service/product, the price for the service/product, the person of the client, the method of payment of the price for the service/product, and is a binding draft contract for the parties. The condition for the validity of the order is the completion of all mandatory data in the order form, acquaintance with these business conditions on the website, and confirmation of the client that he/she has read these conditions.
3. Immediately after receiving the order, the service/product provider confirms this receipt to the client by email, to the client's email address specified on the user interface, or in the order. However, confirmation of receipt of the order does not mean acceptance of the proposal for the conclusion of the contract by the service/product provider.
4. The contractual relationship between the service/product provider and the client is established by delivery of the acceptance of the order (acceptance), which is sent by the service/product provider to the client by email, to the client's email address. Part of the acceptance of the order is the determination of a specific date for the start of the provision of the service/product.
5. In the event that any of the requirements specified in the order cannot be met by the service/product provider, it will send the client an amended offer to the email address stating possible variants of the order and request the client's opinion.



6. The amended offer is considered a new draft contract and in such a case the contract is concluded only by acceptance of the client by email.
7. The client agrees to the use of means of distance communication when concluding the contract.
8. The costs incurred by the client in the use of means of distance communication in connection with the conclusion of the contract (costs of internet connection, costs of telephone calls) shall be borne by the client himself/herself.

### **Price of the service/product and payment terms**

The client may pay the price of the service/product and any other costs associated with it to the service/product provider in the following ways:

- online payment card

The service/product provider shall issue an invoice - to the client regarding payments made.

### **Withdrawal from the contract and other ways of terminating the contract**

- If the client is a consumer, he/she has the right according to the legislation in force (Emergency Ordinance No. 34/2014 on consumer rights in distance contracts: The consumer has the right to withdraw from this contract, without having to justify the decision to withdraw and without incurring other costs than those provided in art.13 paragraph (3) and art.14 of GEO No. 34/2014), to withdraw from the contract within 14 (fourteen) days from the date of conclusion of the contract. Withdrawal from the contract must be sent to the service/product provider within the period specified.
- To exercise your right of cancellation, you must inform us of your decision in a clear statement. You can let us know about your decision by email: [contact@sheismomclub.com](mailto:contact@sheismomclub.com)
- In case of withdrawal from the contract, the service/product provider shall return the funds received from the client within 14 (fourteen) days of withdrawal from the contract by the client, in the same way as the service/product provider received them from the client.
- The Client is entitled to a refund of the full fee paid for the provision of the service/product in the following cases:

If, for various reasons, the service/product provider can no longer participate in a Session paid by the Client and the service/product provider is not available for rescheduling.

If before, during, or after the first session with the service/product provider, the client will find out that they are not a suitable choice for them but have already paid.

If before, during, or after the first session within the program the client will find out that our program is not a suitable choice for them, but has already paid.

The client has the possibility to request the cancellation of the meeting, in which case the request can be requested at least 48 hours before its start date, via email sent to the support address [contact@sheismomclub.com](mailto:contact@sheismomclub.com).

- The Client is not entitled to a full or partial refund of the paid remuneration for the provision of the service/product in the following cases:

If the client cancels the meeting less than 24 hours before the meeting, the client loses the session.

If the client wishes to end the sessions early for personal reasons.



If the client cancels or reschedules the sessions more than three times, the mentoring may be terminated.

If the returned products are not in the same condition as they were received.

If the products that show physical changes, blows, shards, scratches, shocks, traces of excessive use and/or unauthorized interventions, products that lack components, etc. are not accepted for return.

Free introductory sessions cannot be rescheduled.

The contacts for all inquiries of support are:

**E-mail:** [contact@sheismomclub.com](mailto:contact@sheismomclub.com)