

Refunds and Cancellation Policy

Freedom Collaboration, LLC **Effective Date: 11/1/2026**

At Freedom Collaboration, we value authentic relationships, clear communication, and mutual respect. Our services include individual consulting sessions, ongoing business partnerships, marketing and implementation services, subscriptions, and community memberships. These services differ in how they are delivered; the following refund and cancellation terms apply according to the type of purchase.

1. One-Time Services and Consulting Sessions

One-time services include individual consulting appointments, referral growth sessions, strategy conversations, and similar professional services. Payment is due at the time of booking or purchase unless otherwise specified.

Cancellation and Rescheduling

- Appointments may be canceled or rescheduled with at least 24 hours' notice.
- When an appointment is canceled at least 24 hours in advance, the customer may request a refund or reschedule the appointment.
- Appointments canceled with less than 24 hours' notice, or missed without notice, are non-refundable except where required by law.
- Completed consulting sessions are non-refundable except where required by law.

2. Monthly Subscriptions and Memberships

Monthly subscriptions renew automatically according to the billing schedule disclosed at purchase. Members may cancel their subscriptions at any time. Cancellation prevents future renewals, and membership access continues through the end of the current paid billing period unless otherwise specified. Monthly subscription payments are non-refundable except where required by law.

3. Annual Subscriptions and Memberships
Annual subscriptions are billed according to the annual payment schedule disclosed at purchase. **Annual membership payments are non-refundable except where required by law or where different terms were expressly agreed at purchase.** Members may cancel automatic renewal at any time. Cancellation prevents the next annual renewal, and membership access continues through the end of the current paid membership period unless otherwise specified.

4. Lifetime Memberships
Lifetime memberships are purchased through a single, one-time payment. Lifetime membership purchases are non-refundable except where required by law. Lifetime access refers to the operating lifetime of the applicable membership community or service, subject to the terms disclosed at purchase. It does not guarantee that a particular platform, feature, or community will operate indefinitely.

5. Ongoing Consulting and Business Partnerships
Ongoing consulting and business partnerships may be provided through monthly subscriptions or fixed-term service agreements. Payment amounts, minimum commitments, renewal terms, and cancellation requirements will be disclosed before purchase. Clients entering fixed-term agreements remain responsible for the agreed payment obligations during the commitment period, subject to the written agreement and applicable law. After a minimum commitment is fulfilled, ongoing services may continue monthly according to the applicable renewal and cancellation terms. Refunds or early termination arrangements will be governed by the signed service agreement.

6. Business Builds, Project Management, Marketing Creation, and Coordination Services
Freedom Collaboration, LLC provides customized business development, marketing, creative, systems implementation, project management, and coordination services. These services are governed by an individual Master Services Agreement and an accepted quotation, cost estimate, proposal, or invoice outlining the specific services and payment arrangements.

Payments and Refunds
All fees paid for these services are non-refundable, except where required by applicable law. Services do not begin until the required initial payment has been received in full.

Cancellation and Termination
Either party may terminate the service agreement by providing 30 days' written notice. Upon termination:

- All outstanding fees become immediately due.
- Payments already made are non-refundable, except where required by law.
- Access to relevant systems and platforms may be revoked.
- Any remaining obligations are governed by the signed service agreement.

Project Delays and Service Pauses
Clients are responsible for providing timely information, approvals, materials, and access necessary for service delivery. Client-caused delays may affect project timelines but do not suspend or reduce agreed payment obligations. Temporary service pauses may be requested according to the terms of the signed Master Services Agreement, including applicable pause allowances and fees.

Individual Service Agreements
The signed Master Services Agreement and accepted project documentation establish the specific scope, deliverables, payment terms, responsibilities, and cancellation provisions for each engagement. Where these documents establish more specific terms than this general website policy, the individually agreed terms will govern to the extent permitted by applicable law.

7. Events and Special Experiences
Paid events, dinners, workshops, and special experiences may have separate cancellation and refund requirements. These terms will be disclosed during registration or purchase. Where event-specific terms are not provided, customers may contact Freedom Collaboration to discuss cancellation or transfer requests.

8. Failed or Missed Payments
If a recurring payment cannot be processed, we may contact the customer to update payment information. Continued payment failure may result in suspension or cancellation of access, subject to applicable notice requirements. Outstanding balances under fixed-term service agreements remain subject to the terms of those agreements.

9. Requesting a Cancellation or Refund

Customers may request cancellation of a subscription or membership through any cancellation method provided with their account or by contacting Freedom Collaboration. For appointment cancellations, refund requests, or service agreement questions, please contact us using the information below. Include your name, the service purchased, and a brief description of your request. Requests will be reviewed according to the applicable purchase terms and law.

10. Contact Information

Freedom Collaboration, LLC
Website: www.FreedomCollaboration.com
Email: info@FreedomCollaboration.com