

Refund Policy

If you are dissatisfied with a product or service that you purchased with catchingzsleep.com, you may qualify for a partial refund if you meet the following criteria:

- All products and service refund requests must be received within 14 days of the original purchase date. Refunds requested after this date will not be processed or considered.
- Refunds on a product and/or service will only be issued once per product and/or service.
- All purchases will be refunded back to the original payment source, whether credit card, bank account, Venmo, or PayPal account.
- The full credit card processing fees will be deducted from the refund.
- Unused follow-ups via email, text, phone calls, etc., may not be refunded and will automatically be forfeited 3 months from the package purchase date.
- Unused consulting services will not be partially refunded, but consulting services where a sleep plan has not been created are valid for 3 months after purchase.
- Consulting services are non-transferable.
- No refund will be issued for any package once the sleep consultant begins writing the sleep plan.
- You may reschedule your appointment if you notify us within 48 hours of your scheduled appointment time. The new appointment must occur within two weeks of your original appointment time. Appointments will only be rescheduled once per package. Any cancellations, rescheduling requests, or no-shows within 24 hours of the scheduled appointment time will forfeit that appointment and will not be refunded or rescheduled.
- The Works package may be paused once during the 14-day support period for a maximum of 2 weeks for cases of illness, unexpected travel, natural disasters, etc. Should you request to extend for more than two weeks, your package will automatically be forfeited.
- The Basics package will not be refunded.

To request a refund for any service, please email deidra@catchingzsleep.com. Refunds will be processed on a weekly basis, usually 7-10 days from the time your request is received. If you have any questions about the Catching Z's policies, please contact me. I'd be happy to answer your questions!