

# Refund Policy

Due to the custom nature of our Sleep Packages, Catching Z's provides refunds only under very limited circumstances.

- All products and service refund requests must be received within 5 days of the original purchase date. After 5 days have passed since purchase date, no refund will be provided.
- 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.
- 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](mailto: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!