



Refund Policy

1. General Information

This Refund Policy explains under which conditions refunds or cancellations are possible for products and services purchased on emotionalerhungel.de.

Depending on the type of product or service, different rules apply. Please read the relevant section carefully before purchasing.

2. Right of Withdrawal for Consumers in the European Union

If you are a consumer resident in the European Union, you have the right to withdraw from your purchase within **14 days** from the date of contract conclusion, without giving any reason.

To exercise your right of withdrawal, please send a clear statement by email to:
connect@emotionalerhungel.de

If you withdraw in time, we will refund all payments received from you using the same payment method that was used for the original transaction, unless otherwise agreed. The refund will be processed within **14 days** of receiving your withdrawal notice.

3. Digital Content, Memberships, and Online Programs

This includes, in particular:

- E-books and downloads

- Streaming content (e.g. video programs, Yoga Kit)

- Online courses and programs
- Memberships and access to closed user areas

Important:

Your right of withdrawal expires once:

- We have started providing the digital content, and
- You have expressly agreed that the performance begins before the withdrawal period ends, and
- You have acknowledged that you thereby lose your right of withdrawal.

In practice, this means:

- Once access to digital content or a membership is activated, or a download/streaming option is made available, no refund is possible, unless required by mandatory law.

4. Coaching and Counseling Sessions

- All coaching and counseling sessions must be paid in advance.
- Appointments can be canceled or rescheduled free of charge up to 24 hours before the scheduled time.

- If you cancel later than 24 hours before the appointment or do not attend, no refund will be given.
- In case of timely cancellation, one rescheduling is possible free of charge.

5. Online Workshops, Programs, and Live Formats

- Free cancellation is possible up to 7 days before the start of the event or program.
- Cancellations within 7 days before the start date or non-attendance are non-refundable.
- Not attending individual sessions does not entitle you to a partial refund.

6. Retreats, Workshops, and In-Person Events

- Free cancellation is possible up to 30 days before the event start.
- From 29 days before the event start and in case of non-attendance, 100% of the participation fee is due and no refund will be given.
- The date of receipt of your cancellation notice by us is decisive.

7. How to Request a Refund or Cancellation

To request a refund or cancellation, please contact us by email at:

connect@emotionalerhungel.de

Please include:

- Your full name
- The email address used for the purchase
- Your order number or proof of purchase
- The product or service concerned

8. Refund Processing

- Approved refunds are processed via the original payment method used for the purchase.
- Depending on your payment provider and bank, it may take 5–10 business days (or longer in some cases) for the amount to appear in your account.

9. Consumers Outside the European Union

For consumers outside the European Union, any mandatory statutory withdrawal or refund rights under applicable local law remain unaffected.