

POLICIES AND AGREEMENTS

Refund Policy

Cancellation, rescheduling, service-credit, and refund terms for bookings and paid services.

Effective date: July 30, 2026

This Refund Policy applies to purchases and paid bookings made through michaelhartejr.com unless a signed proposal, statement of work, or other written agreement states different terms.

Nothing in this policy limits a non-waivable right or remedy provided by applicable consumer law.

1. Rescheduling

You may request one reschedule at no additional charge when we receive the request at least 24 hours before the scheduled start time. Later requests may be treated as a late cancellation, although we may approve a reschedule in our discretion for emergencies or other reasonable circumstances.

A rescheduled service remains subject to availability and must generally be completed within 90 days of the original booking unless we agree otherwise in writing.

2. Call-only services

For a paid call-only service, a cancellation request received at least 48 hours before the scheduled start time is eligible for a refund to the original payment method. Original processing charges may be excluded only where permitted by law and clearly applicable.

Cancellations received less than 48 hours before the scheduled start time and no-shows are generally non-refundable because the reserved time may not be recoverable. We may offer a reschedule or account credit in our discretion.

3. Discovery calls and booking credits

The amount paid for a completed Discovery Call is non-refundable after the call occurs. When you subsequently book an eligible consultation, the booking journey may apply the consultation credit displayed in the form. The credit is promotional, has no cash value, may not be transferred, and may not be combined with another credit unless we state otherwise.

A direct-booking credit or discount shown in the consultation form reduces the amount due for that eligible booking. It is not a cash refund, stored-value balance, or separate payment owed to the client.

4. Strategy plans and custom digital deliverables

A package that includes a customized strategy plan or other digital deliverable is eligible for a full refund if cancellation is approved before work begins. Once research, analysis, preparation, or production has started, any refund is limited to the unperformed portion of the engagement, as reasonably determined from the work completed, costs incurred, and commitments made.

Completed or substantially completed custom deliverables are non-refundable except where required by law or where we agree that the deliverable materially fails to match the written scope and cannot be reasonably corrected.

5. Implementation and multi-session services

Fees allocated to completed calls, delivered work, or consumed implementation time are non-refundable. If a package includes future, unperformed work, you may request cancellation in writing. Any approved refund will be calculated for the unperformed portion after accounting for completed services, non-cancellable third-party costs, and any package discount already received.

6. Mentorship, workshops, training, and speaking

The initial consultation or planning call for Executive Mentorship, Workshops and Training, or Keynote Speaking is not charged at booking. A later paid engagement may be governed by a separate proposal or agreement. If that agreement contains cancellation or refund terms, those specific terms control.

7. Cancellations by us

If we cancel a paid booking and cannot provide a reasonable replacement time, you may choose a full refund of the amount paid for the affected service or an agreed credit. We are not responsible for indirect costs such as travel, lost opportunity, or third-party expenses unless required by law or expressly agreed in writing.

8. Payment plans and provider rules

Stripe, PayPal, and any eligible installment or pay-later provider administer their own payment schedules, approvals, fees, and account terms. An approved refund is sent through the original payment provider whenever possible. The provider determines how the refund affects pending installments, financing obligations, exchange rates, or account balances.

9. How to request a refund

Email michael@michaelhartejr.com with the purchaser name, booking email, service, scheduled date, payment provider, and reason for the request. Do not email complete card, bank-account, or password information.

We generally acknowledge requests within five business days. If approved, we initiate the refund through the original payment provider. The provider and financial institution control when the credit appears. Card refunds often take approximately 5 to 10 business days, but timing can vary.

10. Disputes, exceptions, and changes

Please contact us before filing a payment dispute so we have an opportunity to resolve the concern. This request does not waive any right you have under applicable law or a payment provider's rules.

We may make a reasonable exception when circumstances warrant. We may also update this policy for future purchases. The policy in effect when you purchased generally governs that purchase unless a later version is more favorable or applicable law requires otherwise.