

# The Paradigm Shift Formula 2.0 Program Policies

## No Guarantees / No Refunds

You fully agree that there are no guarantees for the specific outcomes or results you may achieve through participation in The Paradigm Shift Formula 2.0.

Due to the nature of digital content and coaching support, **no refunds, withdrawals, or cancellations of any kind** will be issued for the Program, including any deposits or partial payments. All sales are final.

## Bonus Coaching Session (One-Time Payment Offer)

Clients who enroll through the one-time payment option receive a **complimentary bonus 1:1 coaching session**.

- The session must be scheduled using the link provided after enrollment.
- Clients may **reschedule once**, provided they do so **at least 48 hours before** the original appointment.
- **No-shows or rescheduling requests made within 48 hours** of the appointment will result in **forfeiture** of the bonus session. No makeup session will be provided.

This policy is in place to protect the integrity of scheduling and respect both client and practitioner time.

## Program Access

Clients will receive access instructions to the program platform (Systeme.io) via email. All content is delivered digitally, and group coaching calls are hosted live via Google Meet. Replays will be made available inside the program platform for those unable to attend live.

## Lifetime Access

As an enrolled client, you will receive **lifetime access to the program content**, including updates or add-ons, for as long as the program is actively offered by Keiko Wellness.

Please note: “Lifetime access” refers to the lifetime of the Program as maintained by Keiko Wellness. Should the business cease operation or the Program be retired, continued access may no longer be available. In such cases, reasonable notice will be provided when possible.

**Group coaching calls and program community access** are available only during the 8-week active program period and will not continue afterward.

## Declined or Failed Payments

In the event of a failed or missed payment:

- You will receive a series of email reminders with instructions to update your payment method.
- If payment is not resolved within **three business days**, access to the Program may be temporarily suspended.
- After **six weeks of non-payment or no communication**, your access will be revoked and potential collection efforts may be pursued.

Extensions to the 8-week completion timeline will **not** be granted due to access holds resulting from late or missed payments.

## Customer Support

For customer support, please contact [support@keikowellness.com](mailto:support@keikowellness.com).

## Complaints & Communication

If you have questions or concerns that cannot be addressed within the program community or during group coaching sessions, please email [support@keikowellness.com](mailto:support@keikowellness.com). We are committed to resolving any issues promptly and respectfully.

## Legal Jurisdiction

These Program Policies are governed by and construed in accordance with the laws of the **Province of Ontario, Canada**, without regard to its conflict of law principles. By participating in The Paradigm Shift Formula 2.0, you agree to submit to the exclusive jurisdiction of the courts in Ontario.