## Refund Policy

Effective Date: 20 August 2025

Company Name: Awakened Realm Ltd. (Company Number: 16644700)

Contact: Jax@AwakenedRealm.co.uk

Awakened Realm Ltd. is committed to offering soulful, transformational content and a customer experience rooted in trust and transparency. Please read our refund policy carefully before making a purchase.

### 1. Digital Products (eBooks, Workbooks, Audio Files, Meditations, Digital Resources)

* All digital products are non-refundable. Due to the nature of digital content, all sales are final and cannot be exchanged or returned once delivered.

### 2. “Be the ‘You’ you were meant to be” Course

We want you to feel confident in your investment and your journey. That’s why we offer a flexible refund policy for our flagship course:

#### a. Full Course Payment (Upfront)

* First session (Chapter One) is free: When you pay for the full course upfront, you gain access to Chapter One at no risk.
* Satisfaction guarantee: If, after completing Chapter One, you decide the course isn’t right for you, you may request a full refund for the remaining chapters (2–6).
* Refund eligibility:
	+ Your request must be made within one calendar month of purchase.
	+ Refunds are only granted if you have not accessed Chapter Two or beyond.
	+ To request a refund, email Jax@AwakenedRealm.co.uk with your order details.

#### b. Pay-As-You-Go Option

* No refunds: All pay-as-you-go sessions are non-refundable, as each chapter is delivered as a stand-alone digital product upon purchase.

### 3. Consultations & Healing Sessions

* All bookings for consultations or healing sessions are non-refundable once delivered.
* If you need to reschedule, please contact us at least 24 hours in advance.

### 4. Delivery Policy

* Digital products and course chapters are delivered immediately upon successful payment.
* Access method: You will receive an access link by email for Chapter One. Access to subsequent chapters is provided once you confirm completion and wish to continue.
* Link validity: Download/access links remain active for 30 days. Contact us if you need renewed access.
* Customer support: If you encounter issues with delivery or file access, please contact us for troubleshooting or replacement.

### 5. How to Request a Refund

* Email Jax@AwakenedRealm.co.uk with your order details and refund request.
* While feedback is not required, we welcome your comments to help us improve.

### 6. Other Important Information

* This policy is clearly displayed before checkout and available in the website footer.
* Disputes or exceptional cases are handled promptly and fairly, in line with UK consumer law.

Awakened Realm Ltd.

“Stories that spark your soul. Journeys that change your life.”