

## CANCELLATION/REFUND POLICY & PROCEDURES

**CANCELLING YOUR APPOINTMENT:** You may cancel your appointment, without charge, anytime 24 hours before your appointment. Same day and less than 24 hours notice of cancellations will be charged 100% of the scheduled service. If there is a prepaid session or monthly membership credit, it will be applied to cover the balance. To cancel your appointment within the 24 hour period, please call or text 276-285-0747 or 301-237-6408.

**REFUNDS:** All services must be paid prior to or after the service has been rendered. No refunds will be issued for services rendered. You may contact us within 7 days from the service date if you were not satisfied with your experience and we will discuss a solution, whether that be a free enhancement or discount/comp of your next service. Any incorrect or errors in charges should be brought to the attention of Nice To Be Kneaded as soon as possible and if an error is found, a refund will be issued. There will be NO refunds issue for gift certificate sales.

**CANCELLATION OF MEMBERSHIP:** You may cancel the All You Knead membership agreement at any time, however, all cancellation requests MUST be received 30 days prior to the next scheduled payment. Once received and processed, your membership will no longer be active.

If the membership account becomes delinquent and is not properly cancelled, this account will be referred to collections and buyer agrees to pay all reasonable collections, agency fees, and legal costs incurred.

**NOTICE TO CUSTOMER:** YOU MAY CANCEL THIS AGREEMENT AT ANY TIME BEFORE MIDNIGHT OF THE THIRD OPERATING DAY AFTER YOU SIGN IT. IF YOU CHOOSE TO CANCEL THIS AGREEMENT, YOU MUST EITHER: SEND A SIGNED AND DATED WRITTEN NOTICE OF CANCELLATION BY REGISTERED MAIL, RETURN RECEIPT REQUESTED, OR PERSONALLY DELIVER A SIGNED AND DATED WRITTEN NOTICE OF CANCELLATION TO:

NICE TO BE KNEADED  
P.O. BOX 1321  
CHILHOWIE, VA 24319

IF YOU CANCEL THIS AGREEMENT WITHIN THE THREE-DAY PERIOD, YOU ARE ENTITLED TO A FULL REFUND OF YOUR MONEY, LESS A FEE EQUAL TO THE FULL VALUE OF ANY SERVICES ALREADY RECEIVED. IF THE THIRD OPERATING DAY FALLS ON A SUNDAY OR HOLIDAY, NOTICE IS TIMELY GIVEN IF MAILED OR DELIVERED AS SPECIFIED IN THIS NOTICE ON THE NEXT OPERATING DAY. REFUNDS WILL BE MADE WITHIN THIRTY BUSINESS DAYS OF RECEIPT OF THE

**CANCELLATION NOTICE BY NICE TO BE KNEADED:** IF NICE TO BE KNEADED, LLC IS NO LONGER ABLE TO PROVIDE THE SERVICES DETAILED IN THIS AGREEMENT, RECURRING PAYMENTS WILL CEASE IMMEDIATELY. ANY REFUNDS THAT ARE OWED WILL BE PROCESSED NO LATER THAN 30 DAYS FOLLOWING THE DATE OF THE DEBITED TRANSACTION