

## TWAW Program Fulfillment Policy

Thank you for choosing Training With a Why (TWAW)! We are excited to have you as part of our fitness community. This fulfillment policy outlines the process for accessing your TWAW program, as well as important details about cancellations, renewals, and other program-related aspects.

### Payment Confirmation

- Upon completion of your payment, you will receive an order confirmation email containing a receipt and details of your purchase.
- In case of any payment issues or errors, please contact us immediately at [trainingwithwhy@gmail.com](mailto:trainingwithwhy@gmail.com) and we will assist you in resolving the issue.

### Billing

- **Billing Cycle:** Programs are billed monthly. Payments will be automatically charged to your payment method on the [same day] of each month. Automatic renewal will apply unless canceled in advance.
- **Program Freeze:** If you need to temporarily pause your TWAW membership due to travel, medical reasons, or other circumstances, please contact us at [trainingwithwhy@mail.com](mailto:trainingwithwhy@mail.com). Program freezes are available for up to 3 months per year and may be subject to additional terms.

### Cancellations & Refunds

- **Cancellation Policy:** You may cancel your membership at any time. To avoid being charged for the next billing cycle, please submit your cancellation request at least 10 days before your next billing date. Cancellations can be done via email.
- **Refunds:** We do not offer any refunds.
- **Account Reactivation:** If you choose to reactivate your program after cancellation, you will need to repurchase a training package. Reactivation may be subject to new pricing.