

Return & Refund Policy

1. Digital Products (eBooks, PDFs, Programs)

- Due to the nature of digital downloads, **all sales are final**.
- We do not offer refunds or exchanges on digital products once purchased.
- If you experience any technical issues accessing your purchase, please contact us within 7 days, and we will assist you promptly.

2. Physical Products (Water, Merchandise)

- You have **7 days** from the date of delivery to notify us of any damaged or defective items.
- Items must be returned in their original condition and packaging.
- Once we receive and inspect the returned item, a replacement will be processed within 7 business days.
- For hygiene reasons, **opened or used products cannot be returned** unless defective.
- Shipping costs for returns are the responsibility of the customer unless the item was damaged or incorrect.

3. Services (Personal Training Packages)

- Online training services are non-refundable.
- If you need to take a break (sick or injured), please provide at least 24 hours' notice.
- Missed sessions via the LHF app are forfeited without refund.
- If you are unsatisfied with the service, please contact us directly so we can address your concerns.

4. General Terms

- Replacement will be processed within 7 business days

- We reserve the right to refuse replacement that do not meet these guidelines.
 - For any questions or issues with your purchase, please reach out at email: lianne.herbst.fitness@gmail.com or phone: 0712590658.
-