

My Custom Sleep Journey Refund Policy

At My Custom Sleep Journey, LLC, we are deeply committed to empowering night-shift medical professionals to achieve profound, lasting improvements in their sleep, energy, and overall well-being. Our programs are meticulously designed and backed by science, and our refund policy reflects our dedication to client satisfaction, accountability, and the integrity of our transformative approach.

Program-Specific Refund Guarantees

1. The 12-Week Core Transformation Program (\$7,000 Tier)

For clients enrolled in our 12-Week Core Transformation Program, My Custom Sleep Journey LLC offers a **70% refund** of the program fee. This refund is available if, after diligent participation and adherence to all program protocols and client responsibilities, including maintaining at least a **"B" grade** in the web application throughout the entire program duration, a client does not experience measurable improvements as outlined in their personalized program objectives and tracked via objective biometric data.

2. The Diamond Program (\$14,000 Tier)

Clients participating in our Diamond Program are eligible for a **120% money-back guarantee**. This enhanced guarantee is conditional upon the client's verifiable engagement, diligent adherence to all program protocols, and a demonstrable lack of progress based on the objective metrics established at the outset of the program. Eligibility for this 120% guarantee is further contingent upon the client maintaining at least a **"B" grade** overall rating within our web application for their engagement, adherence to protocols, and consistent progress tracking throughout the entire program duration. This rating serves as a benchmark of active participation and commitment to the process.

Defining Measurable Improvements and Lack of Progress

- **Measurable Improvements:** For both program tiers, "measurable improvements" will be assessed based on the baseline biometric data collected at the program's commencement and objectively compared to data collected at its conclusion. Specific key metrics, including but not limited to, average nightly sleep duration increase, reduction in sleep onset latency, improvement in Heart Rate Variability (HRV), and reduction in perceived stress scores (as indicated by validated questionnaires), will be agreed upon with the client during their initial consultation and rigorously tracked throughout the program journey.
- **Demonstrable Lack of Progress:** "Demonstrable lack of progress" will be determined if, despite consistent and diligent adherence to all personalized protocols, coaching instructions, and active engagement with the My Custom Sleep Journey LLC program, the client shows no significant positive change across a majority of the agreed-upon objective biometric and qualitative metrics. The "B" grade or higher in the web application for both programs further validates the client's effort and adherence in the absence of progress.

Client Responsibilities for Refund Eligibility

Eligibility for any refund is strictly contingent upon the client's diligent and consistent adherence to all personalized protocols, coaching instructions, and active engagement with the My Custom Sleep Journey LLC program as outlined during their enrollment. This includes, but is not limited to:

- **Active Engagement:** Clients must consistently engage with their 1-on-1 performance coaching sessions, attending at least 80% of all scheduled sessions.
- **Protocol Adherence:** Clients must diligently follow customized nutrition, supplementation, lifestyle, and routine protocols provided by their coach, including consistent use of the **Apollo Neuro** and other provided recovery devices.
- **Data Submission & Tracking:** Clients are required to consistently sync their Oura Ring data and complete all requested progress tracking, questionnaires, and qualitative assessments within the My Custom Sleep

Journey LLC web application as per the program schedule, maintaining at least a **"B" grade** throughout the entire program duration.

- **Open Communication:** Clients must promptly and transparently communicate any challenges, issues, or deviations from the program to their coach, allowing My Custom Sleep Journey LLC the opportunity to adjust protocols and provide timely support and guidance.
- **Program Completion:** A refund request can only be initiated upon the official completion of the program's full duration (either 12 weeks for the Core Program or 6 months for the Diamond Program), allowing ample time for the program to yield its intended results.

Non-Refundable Items: Wearable Devices and Physical Goods

Please note that the portion of the program fee attributed to wearable devices (such as the Oura Ring) and any other physical goods provided as part of your program (e.g., Apollo Neuro, upgraded bedding, supplements) is strictly non-refundable. These items are considered a core component of your customized sleep journey and are provided for your continued use regardless of refund eligibility for the coaching services. Upon enrollment and receipt, these devices and goods become the property of the client, and their value will be deducted from any eligible refund amount for the coaching program.

Refund Request and Approval Process

To initiate a refund request for either program tier, clients must strictly adhere to the following process:

1. **Submission of Request:** All refund requests must be submitted in writing to **[Insert Legal/Policy Specific Email Address Here (e.g., Admin@mycustomsleepjourney.com)]** within **five (5) working days** following the official completion date of the client's respective program (either 12 weeks or 6 months from the confirmed start date). The request must clearly state the specific reasons for dissatisfaction and explicitly reference the objective biometric data or other agreed-upon metrics that support the claim of unfulfilled outcomes.

2. **Review and Verification (5 Working Days):** Upon timely receipt of a refund request, My Custom Sleep Journey LLC will take up to **five (5) working days** to thoroughly review the submitted information, all collected biometric data, and the client's comprehensive program journey and engagement records. During this review period, a My Custom Sleep Journey LLC representative will contact the client via phone to discuss their experience in detail, gather additional insights, and understand the specific issues encountered. This crucial conversation will be paramount in helping us verify consistent engagement, adherence to protocols, and the overall validity of the refund claim.
3. **Approval Notification:** Following the thorough review and representative discussion, My Custom Sleep Journey LLC will formally notify the client of the approval or denial of their refund request. All decisions are made based on the client's adherence to program protocols, consistent engagement, and the objective biometric and progress data collected throughout their journey.

Refund Payment Processing (3 Working Days)

Once a refund request has been officially approved:

- The approved refund amount will be processed and returned to the client's original method of payment within **three (3) working days** of the official approval notification.
- Clients who utilized financing through our lending partner for the Diamond Program will have their refund processed directly with the lending partner as per the terms and conditions of their financing agreement. **Please note that My Custom Sleep Journey LLC is not responsible for the direct collection or tracking of payments made by the client to the lending partner.**

Non-Refundable Circumstances

Refunds will not be issued under the following circumstances:

- **Failure to Adhere:** If a client fails to meet the "Client Responsibilities for Refund Eligibility" as outlined in this policy, including, but not limited to, non-compliance with protocols, insufficient engagement with coaching sessions, or failure to consistently provide required data and maintain the specified "B" grade in the web application.
- **Early Termination (Client-Initiated):** If a client chooses to terminate their program before its official completion date for reasons other than a documented medical emergency that objectively prevents continued participation (supported by a verified physician's note).
- **Misrepresentation:** If it is determined that the client provided false or misleading information during the initial assessment or at any point throughout the program that materially impacted the coaching methodology, personalized protocols, or expected outcomes.
- **Change of Mind:** This policy is exclusively designed to guarantee outcomes based on diligent participation and objective data, not to serve as a "change of mind" or general satisfaction return policy. Refunds are strictly tied to the objective lack of progress despite demonstrable commitment.

Dispute Resolution Process

In the event that a refund request is denied and the client wishes to dispute the decision:

- **Internal Review:** The client must submit a written appeal to Admin@mycustomsleepjourney.com within seven (7) working days of the denial notification. The appeal must clearly state the grounds for dispute and provide any additional supporting evidence or rationale.
- **Final Decision:** The appeal will be thoroughly reviewed by a senior member of the My Custom Sleep Journey LLC team, and a final decision will be communicated to the client within ten (10) working days of receiving the appeal. This decision will be considered final and binding.

Important Disclaimer

- **Not Medical Advice:** My Custom Sleep Journey LLC provides premium lifestyle and performance coaching services. Our programs are designed to optimize sleep, enhance vitality, and build resilience. They are *not* a substitute for professional medical advice, diagnosis, or treatment. We do not diagnose, treat, cure, or prevent any disease. Clients are strongly encouraged to consult with their primary healthcare provider regarding any existing medical conditions, health concerns, or before making any significant changes to their medical treatment, medication, or healthcare regimen.
- **Individual Results Vary:** While we stand by our precision-engineered, science-backed methodology and high-touch support, individual results may vary. Outcomes are influenced by various factors, including but not limited to, pre-existing health conditions, consistent adherence to the program, individual physiological responses, and external life circumstances. **We emphasize that My Custom Sleep Journey, LLC undertakes rigorous due diligence through our comprehensive questionnaire process. This process is designed to qualify the most suitable individuals for our program and to carefully filter out those who may not be a good fit, ensuring that our resources are focused on clients most likely to benefit from our specialized approach.**
- **Biometric Data & Tracking:** By enrolling in our programs, clients agree to the collection and analysis of their biometric data (e.g., Oura Ring data) and other progress tracking information for the purpose of personalizing their program, assessing outcomes, and validating refund claims.

This policy is subject to change at the discretion of My Custom Sleep Journey LLC. Any updates will be posted on our official website and communicated to active clients where applicable.

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