

Refund Policy — Unrivalled Fitness

At Unrivalled Fitness, we want you to feel confident in your decision to start coaching with us. This policy explains how refunds work for our online coaching, in-person PT sessions, and any plans or programmes purchased through unrivalledfitness.com.

1. Cooling-Off Period

If you purchase online or remotely (including by card, PayPal, or bank transfer via our website), you have a **14-day cooling-off period** from the date of payment, in line with the UK Consumer Contracts Regulations 2013.

- You may cancel and request a full refund at any time within this 14-day period.
- If coaching has already started at your request during this period, any refund will be **pro-rated** to reflect sessions or services already delivered (e.g. plans issued, check-ins completed, sessions attended).

2. After the Cooling-Off Period

Once the 14-day cooling-off period has passed:

- **No refunds will be issued** for any remaining coaching, sessions, or subscription time.
- You are free to **cancel at any time** to stop future payments — cancelling simply prevents further charges going forward and does not entitle you to a refund for time or services already paid for.
- To cancel, please email shaun@unrivalledfitness.com or via Trainerize with at least 7 days written notice before your next billing date.

3. Non-Refundable Items

The following are non-refundable at any time, once delivered:

- Personalised training or nutrition plans that have been created and sent to you
- Completed 1:1 sessions or coaching calls
- Any month of coaching access already granted via Trainerize

4. Exceptions

Nothing in this policy affects your statutory rights under the Consumer Rights Act 2015. A refund may still be issued outside the above terms where we are unable to deliver the agreed service.

5. How to Request a Refund

To request a refund within the cooling-off period, contact us in writing at shaun@unrivalledfitness.com within 14 days of your purchase date, including your name

and date of payment. Approved refunds will be processed within 14 business days to your original payment method and will include any banking fees.