

REFUND & CANCELLATION POLICY

Heartland Heritage Ventures LLC



Heartland Heritage Ventures LLC
Cultivating Purpose, Preserving Legacy

Refund and Cancellation Policy

At Heartland Heritage Ventures LLC, we are committed to providing high-value professional services, coaching, and resources. We strive to be transparent about our policies to ensure a positive experience for all our clients.

1. Consulting, Coaching, and Professional Development (Heartland Heritage Ventures LLC DBA Heartland Heritage Consulting and/or Heartland Heritage Publishing)

1.1 Individual Sessions: Cancellations or rescheduling requests must be made at least 1 hour before the scheduled start time to receive a full refund or credit. Cancellations made with less notice will be charged the full session fee.

1.2 Project-Based Consulting: Deposits for project-based work are non-refundable once work has commenced. If you choose to terminate a project early, you will be billed for all hours worked and deliverables completed up to the date of termination.

1.3 Professional Development Workshops: Registration fees for workshops are strictly non-refundable. Please refer to the Non-Refundable Registration and Enrollment Fees policy.

2. Membership Packages

2.1 Billing Structure: Membership packages are offered on a flat fee basis. Payment is due in full at the time of enrollment, granting access to the agreed-upon services for the duration of the term.

2.2 Refunds: Because membership fees are charged as a flat, one-time payment for the term, we do not offer refunds once access has been granted. If you choose to discontinue your membership before the end of the term, your access will continue until the expiration date, but no partial refunds will be issued.

3. Notary Services

3.1 Service Fees: Fees for mobile notary services are non-refundable once the notary has arrived at the scheduled location.

3.2 Document Errors: If a document is rejected due to an error made by the notary, we will correct the error at no additional cost or provide a full refund of the service fee.

3.3 Travel Fees: Travel fees are non-refundable once the notary has been dispatched.

4. Publishing (Heartland Heritage Publishing)

4.1 Manuscript Services: Due to the time-intensive nature of editorial and publishing services, deposits for these services are non-refundable once the project has been accepted and the onboarding process is complete.

4.2 Digital Products: All sales of digital books, guides, or templates are final and non-refundable due to the immediate access to the intellectual property.

5. Policy: Non-Refundable Registration and Enrollment Fees

5.1 Purpose of Registration Fees

Registration and enrollment fees are collected to cover the administrative costs of processing new members, securing a spot in a workshop or program, and preparing initial resources. These fees are distinct from service fees and are essential to the operational stability of Heartland Heritage Ventures LLC and its associated ventures (including LMS Designs).

5.2. Non-Refundable Policy

All registration and enrollment fees are strictly non-refundable. Once a registration fee is paid, the Company immediately allocates administrative time and resources to process the enrollment, secure the Client's spot, and prepare materials.

5.3. Exceptions and Transfers

5.3.1 Program Cancellation by Company: In the event that the Company cancels a program, workshop, or membership cohort, registered participants will receive a full refund of their registration fee.

5.3.2 No Credits for Partial Attendance: Registration fees are not prorated or credited if a Client chooses to withdraw from a program or fails to attend scheduled sessions.

5.3.3 Transfer of Fees: To maintain the integrity of our programs, workshops, events, and consulting schedules, Heartland Heritage Ventures LLC operates under a strict policy regarding the transfer or registration fees, service dates, and membership access.

5.3.3 No - Transfer Policy: All registrations, enrollment fees, and service bookings are non-transferable. Once a registration is confirmed, the spot, materials, and reserved time are dedicated exclusively to the registered Client. Exceptions to this policy are granted only at the sole discretion

of the Company. In exceptional cases where the Company chooses to allow a transfer, an administrative fee of \$100.00 will be applied to cover costs to the Company for re-processing.

6. General Provisions

6.1 Satisfaction Guarantee: We value your partnership. If you are dissatisfied with a service, please contact us within 3 business days of the service date. We are committed to working with you to address concerns and reach a fair resolution.

Contact for Requests: All refund or cancellation requests must be submitted in writing to info@heartlandheritageventuresllc.com with the subject line: "Refund/Cancellation Request - [Your Name/Business Name]".