

CANCELLATION & REFUND POLICY

Refora, LLC

Effective Date: March 4, 2025

We understand that life happens and schedules change. Our goal is to be fair to both our clients and our team. Please review this policy carefully, as it applies to all services, purchases, and bookings made with Refora.

PART 1: CLASS CANCELLATION & NO-SHOW POLICY

Group Classes

- Clients must cancel at least 12 hours before the scheduled class start time to avoid penalty.
- Cancellations made within 12 hours of the class start time will result in loss of class credit and/or a late cancellation fee of \$20.
- No-shows (failure to attend without canceling) will result in loss of class credit and/or a no-show fee of \$30.

Private & Semi-Private Sessions

- Private and semi-private sessions require at least 24 hours' notice for cancellation or rescheduling.
- Sessions canceled within this window, or missed without notice, will be charged in full.

Memberships & Class Packages

- Late cancellation and no-show policies apply equally to memberships, class packs, and single-class purchases.
- Missed classes due to late cancellation or no-show are not refundable and will not be credited back.
- Memberships may be canceled at any time prior to the next billing cycle.

- Cancellation requests must be submitted through your account before the next scheduled billing date.
- Once a billing cycle has been processed, the membership will remain active through the end of that cycle and will not be refunded or prorated.

Waitlists

- Clients moved from a waitlist into a class are responsible for canceling within the standard 12-hour cancellation window.
- Please monitor your schedule closely if you are on a waitlist.

Courtesy Policy

- We may offer one courtesy late cancellation or no-show waiver per member, at management's discretion.
- Repeated late cancellations or no-shows may result in loss of booking privileges.

***Acknowledgment:** By booking a class or session, clients acknowledge and agree to this cancellation policy.*

PART 2: REFUND POLICY

Café — Food & Beverage

All café food and beverage purchases are final sale. We do not offer refunds or exchanges on food or beverage items once they have been prepared or served.

If you receive an incorrect or unsatisfactory item, please notify a team member immediately. We will do our best to make it right at our discretion.

Merchandise — In-Studio Purchases

For merchandise purchased in-studio, we offer exchanges or store credit within 14 days of purchase, provided the item is:

- Unworn and unwashed

- In its original condition with tags attached
- Accompanied by proof of purchase

We do not offer cash refunds on in-studio merchandise purchases. Store credit has no expiration date and may be applied to any future Refora purchase.

Merchandise — Online Store Purchases

We want you to love what you order. If you are not satisfied with your online merchandise purchase, you may request a return for exchange or store credit within 14 days of the delivery date, provided the item meets the following conditions:

- Unworn and unwashed
- In its original condition with tags attached
- Returned in original or comparable packaging

How to initiate a return: Contact us at reform@reforagvl.com within 14 days of delivery with your order number and reason for return. Our team will respond with return instructions within 2-3 business days.

Return shipping: Customers are responsible for return shipping costs, except in cases where an item arrived damaged or incorrect. In those cases, Refora will provide a prepaid return label.

Store credit: Once your return is received and inspected, store credit will be issued within 5-7 business days. Store credit has no expiration date.

Exchanges: If you would like to exchange an item for a different size or color, please indicate your preference when initiating your return. Exchanges are subject to availability.

Final sale items: Items marked as "Final Sale" at the time of purchase are not eligible for return, exchange, or store credit.

Damaged or Defective Items

If you receive a damaged or defective item — whether from our online store or purchased in-studio — please contact us at reform@reforagvl.com within 7 days of receipt. Include your order number and photos of the damage. We will work with you to provide a replacement, exchange, or store credit as appropriate.

Questions?

For any questions about this policy, please reach out to us:

Refora, LLC

700 Woodruff Road, Suite 1 | Greenville, SC 29607

Email: reform@reforagvl.com