

**REFUND & CANCELLATION POLICY FOR SERVICES AND PRODUCTS:**

1. **No Refunds:** KaleidoKidz operates under a strict no-refund policy for all services and products rendered. Once a service has been provided or a product has been purchased, refunds will not be issued, save for instances where a product is defective and not fit for the purpose it was sold for.
2. **Cancellation Policy:** In the event of a cancellation of a therapy appointment, clients are required to provide 24-hour notice. Failure to provide sufficient notice or non-attendance without valid medical reasons will result in invoicing for the missed session.
3. **Late Arrivals:** Therapy appointments must be attended promptly and will conclude at the scheduled time. Late arrivals up to 15 minutes may be accommodated, but sessions will still end as scheduled.
4. **Non-Transferable:** Services and products purchased from KaleidoKidz are non-transferable. They cannot be exchanged or transferred to another individual or entity.
5. **Payment Terms:** Payment of an invoice is due within 7 (seven) days upon presentation of an invoice. Failure to settle accounts within the specified timeframe may result in session discontinuation.
6. **Quality Assurance:** We strive to ensure the highest quality of services and products. If you have any concerns or issues regarding the services or products provided, please contact us immediately, and we will do our best to address your concerns.
7. **Exceptions:** In exceptional circumstances, such as demonstrable error on the part of KaleidoKidz or failure to deliver the promised service, a refund may be considered at the sole discretion of management.

By engaging with our services or purchasing our products, you acknowledge that you have read and understood our refund & cancellation policy and agree to abide by its terms. This policy is subject to change without prior notice. Please review it periodically for any updates and contact us should you have any questions.