

ECN-Bodyworks and all Affiliated programmes

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 - All Credit Cards will be processed in pound sterling at the time of payment. *ECN-Bodyworks* is not responsible for any fees, charges, exchange rates or additional charges levied by individual financial institutions or Credit Card companies.

Refund / Cancellation Policy

Services

- **Private Training**
 - If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time, it MAY be possible to make the session up at a later date or with a different trainer. However, this cannot be guaranteed.
 - Any sessions missed with less than 24 hours notification are forfeited.
 - If you have not already paid for the session, your account/card will be charged for the full amount of the session.
 - If no card/account information is present, no further sessions will be conducted until the outstanding payment is received.
 - Additionally, reserved time slots may be lost if payment is not made in a timely manner.
- **Registered Programs** - Bootcamps/Block Bookings
 - Pre-paid classes are refundable
 - If you are unable to attend a program due to circumstances out of your control (determined on a case-by-case basis by our administration), we can offer you a refund if you notify us prior to your session start date. However we do charge a 30% cancellation fee. This cancellation fee may be avoided if you opt for a service credit instead of a refund.
 - NOTES: Service credits are valid for 30 days only!
 - If we are notified after your session begins, we can only give you a credit towards another program. This credit is nontransferable and accounts for only the sessions remaining in your program at the time you requested cancellation.
 - There is no cash refund.
 - There is no refund for merely changing your mind!
 - We are here to get you results and these results cannot be achieved if you fail to attend the program!
 - This is not negotiable.
- **Individual Classes**
 - If your scheduling conflict is known in advance and we are notified at least 24 hours ahead of time no extra charges will be implemented

- Any classes missed without 24 hours notification are forfeited.
- If you have not already paid for the class, your account/card will be charged for the full amount of the session.
- **Consulting**
 - No refunds are available for completed consulting services.
 - Unused, pre-paid and retainer-based consulting services may be eligible for a refund depending on the agreement between you and the *ECN-BODYWORKS*. Standard notice for cessation of services is one calendar month, but this may vary between contracts. Be sure to check your agreement for details.

Products

- **Fitness Equipment and Accessories**
 - May be returned within 14 days for exchange only. Returns are valid only for products that have not been opened, used or damaged.
 - Products which are defective or damaged upon arrival may be returned immediately for exchange.
 - Some products may need to be shipped directly to the manufacturer. This will be stated on the product package or instruction insert. Should you be unsure if this is the case, please contact us using the information at the bottom of this page
 - Customers are responsible for all shipping charges on exchanges or refunds.
 - Refunds are only available when an equivalent replacement is unavailable and customer does not wish to exchange for another product
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- **Digital Products (Audio, Video, E-Book downloads)**
 - These products are not eligible for return or exchange.
 - Should your file be defective or damaged upon arrival please contact the appropriate division of the *ECN-BODYWORKS* where you purchased the product and we will arrange for a copy of the file to be re-sent.
 - Should you be dissatisfied with the quality or content of the file, we would be happy to hear your feedback. Please contact the appropriate division of the company.

Privacy Policy

Privacy Policy

Thank you for visiting the *ECN-BODYWORKS*. This privacy policy tells you how we use personal information collected at this site. Please read this privacy policy before using the site or submitting any personal information. By using the site, you are accepting the practices described in this privacy policy. These practices may be changed, but any changes will be posted and changes will only apply to activities and information on a going forward, not retroactive basis. You are encouraged to review the privacy policy whenever you visit the site to make sure that you understand how any personal information you provide will be used.

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We collect personally identifiable information, like names, postal addresses, email addresses, etc., when voluntarily submitted by our visitors. The information you provide is used to fulfill your specific request. This information is only used to fulfill your specific request, unless you give us permission to use it in another manner, for example to add you to one of our mailing lists.

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