

Refund and Cancellation Policy

Effective Date: 24 June 2026

This Refund and Cancellation Policy applies to purchases of Strategic Storytelling Studio services offered by Evolve Your Performance LLC, including:

- Visualize the Story
- Shape the Story
- Synthesize the Story

Because these are custom professional services, there are no physical products to return.

1. General Policy

Strategic Storytelling Studio services involve custom review, synthesis, strategy, design, and visual development.

For that reason, refunds are limited once work has begun.

Work may begin when any of the following occurs:

- Your payment is received
- Your intake form is reviewed
- Your source materials are reviewed
- Your strategy call is completed
- Drafting, synthesis, design, or concept work begins
- A project confirmation or next-step email is sent after intake review

2. Cancellation Before Work Begins

If you purchase a service by mistake or need to cancel before work begins, contact us within 24 hours of purchase.

If no work has begun, Evolve Your Performance may issue a refund.

Any nonrefundable payment processing fees, bank fees, wire fees, or administrative costs may be deducted from the refund.

3. After Work Begins

Once work begins, payments are generally nonrefundable.

This includes, but is not limited to, projects where:

- Intake has been reviewed

- Source materials have been reviewed
- A strategy call has occurred
- Synthesis has begun
- A visual concept has been created
- A draft has been delivered
- Final work has been delivered

4. Synthesize the Story Strategy Call

The Synthesize the Story package requires a strategy call before the visual can begin.

If you cancel or reschedule the strategy call, the visual timeline may shift.

The visual cannot begin until the strategy call is completed unless Evolve Your Performance separately agrees in writing to an asynchronous process.

If you want to explore completing the project asynchronously, contact us separately. Approval is not guaranteed and will depend on whether the project can be completed effectively without a live strategy conversation.

5. Rescheduling

You may reschedule a strategy call using the scheduling link provided, subject to availability.

Repeated rescheduling may delay the project timeline.

If a strategy call is repeatedly canceled or not completed, Evolve Your Performance may pause the project until the call is completed or an alternate process is agreed in writing.

6. No-Shows

If you do not attend a scheduled strategy call and do not provide advance notice, the project timeline may be delayed.

Evolve Your Performance may require the call to be rescheduled before work begins or continues.

7. Late or Missing Client Materials

Project timelines depend on timely submission of intake forms, source materials, feedback, and required context.

If required materials are delayed, the project timeline may shift.

Delays caused by missing or incomplete client information do not create an automatic right to a refund.

8. Revisions

Reasonable refinement is included as described in the applicable package or project page.

Refunds are not provided because of normal revision needs.

If you request a new direction, new scope, additional deliverables, or substantial changes after work has begun, additional fees may apply.

9. Dissatisfaction

If the work is not meeting expectations, contact us promptly so we can discuss the concern and determine whether refinement, clarification, or another reasonable adjustment is appropriate.

Evolve Your Performance's goal is to create useful, executive-ready visual tools. However, no specific business result, audience response, approval, sale, funding decision, or leadership decision is guaranteed.

10. Chargebacks and Payment Disputes

Please contact Evolve Your Performance before initiating a chargeback or payment dispute so we have an opportunity to resolve the issue.

Initiating a chargeback after services have begun or deliverables have been provided may result in suspension of current or future work.

11. How to Request a Refund or Cancellation

To request a cancellation, refund review, or project pause, contact:

Evolve Your Performance LLC

Email: support@evolveyourperformance.com

Please include:

- Your name
- Company or organization name
- Package purchased
- Date of purchase
- Reason for the request
- Any relevant project details

Refunds, when approved, will be issued to the original payment method when possible.