

Returns and Refund Policy

Last Updated: 22nd March 2026

At Market Mindset, we are committed to providing high-quality services and content. We understand that your decision to purchase products is an important one, and we want to ensure that you are satisfied with your experience. Please read our Returns and Refund Policy carefully to understand your rights and obligations before making a purchase.

1. Digital Products (Courses, PDFs, Webinars, etc.)

1. Right to Cancel:

In compliance with the UK Consumer Contracts Regulations, customers have a 14-day right to cancel from the date of purchase. However, once you begin accessing the digital content (e.g., starting to watch a course video, download a PDF, or access a webinar), you lose the right to cancel.

2. No Refund After Accessing Digital Content:

Once you access any part of the digital content, including downloading, streaming, or viewing materials, the right to cancel is waived.

3. Refund Requests:

If you request a refund within the 14-day cancellation window and have not accessed any digital content, you may be entitled to a full refund.

2. Discounted 1:1 Coaching Bundles

1. Cancellation Period for Discounted 1:1 Bundles:

Customers may cancel their discounted 1:1 coaching bundle within 14 days from the date of purchase, provided they have not accessed or used any of the sessions.

2. No Right to Cancel After 14 Days:

Once the 14-day cancellation window has passed, customers are no longer entitled to a refund, regardless of how many sessions have been used. This includes if they have attended part of the 6-session package (e.g., 1 or 2 sessions).

3. Refund After Partial Use:

If you purchase a 6-session bundle at a discounted rate and cancel after using some sessions (or after the 14-day period), you will not be eligible for a refund for the remaining sessions, as the bundle was purchased at a discounted rate.

4. No Refund After Using All Sessions:

If all sessions in the bundle have been used, no refund will be issued.

3. Special Cases and Exceptions

1. Refund Requests for Unused Sessions:

If you cancel your 1:1 coaching bundle within the 14-day period, you are eligible for a refund, provided none of the sessions have been accessed. If even one session has been used, no refund will be issued.

2. Refunds for Services Not Received:

If you have not received any services (e.g., coaching sessions, digital downloads, etc.) due to an error on our part, you will receive the missing portion of the service (e.g., coaching session, digital content). If any service is missed or not provided, we will promptly deliver the service you have paid for.

3. Exceptional Circumstances:

In exceptional cases, such as illness or emergency, we may consider a refund or adjustment to the service, on a case-by-case basis. Any such requests must be submitted within 14 days of purchase.

4. No-Show Policy for 1:1 Sessions

1. What Constitutes a No-Show:

If you do not arrive within 20 minutes of your scheduled appointment time for a 1:1 session, it will be considered a no-show. In the event of a no-show, the session will be forfeited, and no refund will be issued.

2. Rescheduling Requirements:

If you need to reschedule a 1:1 session, you must provide a minimum of 48 hours' notice before the scheduled session time. Failure to provide adequate notice will result in the session being counted as used, and no refund or rescheduling will be offered.

5. Community Conduct and Zero Tolerance Policy

Market Mindset is committed to maintaining a professional, respectful, and high-performance environment for all members and Representatives.

By using our Services, you agree to engage respectfully within all Platforms, including community spaces, group chats, calls, and direct communications.

We operate a strict zero-tolerance policy for inappropriate behaviour, including but not limited to:

- Abusive, aggressive, or disrespectful language
- Harassment, bullying, or intimidation
- Disruptive, hostile, or offensive behaviour
- Any conduct deemed inappropriate at our sole discretion

If you violate this policy:

- Your access to the Services, including community platforms, may be suspended or permanently terminated immediately, without notice
- You will not be eligible for any refund, regardless of how much of the Service has been used or remaining

This policy is in place to protect the integrity of the community, the experience of all members, and the wellbeing of our Representatives.

6. How to Request a Refund or Cancel

1. Refund Requests:

To request a refund for a digital product, you must contact us within the 14-day cancellation window and confirm that you have not accessed any part of the digital content. To request a refund for a 1:1 session bundle, you must notify us within the same period if you have not used any sessions.

2. Cancellation or Rescheduling of 1:1 Sessions:

To cancel or reschedule a 1:1 session, please email us at least 48 hours before your appointment time. You can contact us via info@marketmindset.net or through the designated communication method provided for your booking.

7. Contact Information

For any questions or concerns regarding our Returns and Refund Policy, please contact us at:

Market Mindset

Founded by Navroop Sandhu (@navstrades)

Website: www.marketmindset.net

Email: info@marketmindset.net