

MBN Refund Policy

First Time Purchases:

If you are considering making a first time purchase ("First Time Purchase") of an advertisement on mindbodynetwork.com ("MBN"), you must read all of the details provided for the applicable ad zone and be sure that you fully understand exactly what you are purchasing – including but not limited to:

- the price;
- whether or not your ad is a recurring subscription payment;
- location on the website;
- number of ads sold in a particular zone;
- whether or not the ads rotate;
- whether or not you already have an ad in that same zone; and
- the website on which you will be advertising.

If, after making a First Time Purchase, you wish to request a refund, you must notify us of your request within 24 hours of making such First Time Purchase. We will consider your request on a case-by-case basis if your First Time Purchase meets the following criteria:

- You purchased two ads in the same ad zone by accident; or
- The publisher changed the location of the ads on its website during your purchase.
- There was a technical error that resulted in the ad not being displayed

Policy for Recurring Subscription Payments:

Some advertisements are sold through MBN as subscriptions, with each subscription period renewing every 30 days. In other words, when you purchase an advertisement you are setting up a recurring payment obligation that will continue to automatically renew and re-bill every 30 days until it is canceled. It is your obligation to remain aware of your active advertisements and ad placement subscriptions. The dates that your ad placement subscriptions will automatically renew and re-bill are indicated in your Account as the "Next Billing Date." Each payment, other than your initial payment for the first subscription period, is a "Recurring Payment." If you wish to cancel a subscription, you must do so at least 24 hours before the date it is scheduled to automatically renew and re-bill. In other words, if your Next Bill Date is June 15, and you do not want your subscription to continue, then you must cancel your subscription no later than June 13. If you do not cancel your subscription on time, we will consider a refund request for a Recurring Payment, on a case by case basis if you have submitted a refund request to us no later than 24 hours after the Recurring Payment was renewed or re-billed. In the example above, you would need to submit a refund request no later than the end of day of June 16. In addition, your Recurring Payment must meet the following criteria:

- This was your first Recurring Payment using MBN and you did not realize (although it is stated at checkout) that you were subscribing to the ad(s) and were unaware that the ad(s) would renew if not timely canceled; or

- There was a documented software error that prevented your ad(s) from being canceled.

Please note that MBN will not issue refunds for Ads that have already run unless the refund request is due to a technical error on our part. The Refund policies set forth herein apply only to Ads that have been placed but not yet run.

How to Request Consideration for a Refund

It's simple, just open a Support Ticket with the following details:

- Ad ID#;
- Subscription ID#;
- The reasons why you would like us to consider issuing a refund.

MBN will consider granting refunds that are requested in the above stated timeframes and that meet the applicable criteria, and will grant refunds at its reasonable discretion. Nothing herein creates an obligation on MBN to grant a refund. Please note it may take up to four (4) weeks to process your refund.

If you have any questions or comments regarding this Refund Policy, please contact us by e-mail at community@mindbodynetwork.com or call 917-887-9157