

As a client under the Visibility to Impact Brand, It is important that I make sure to address any questions you may have. Please read my frequently asked questions.

General Questions:

- **What is Visibility to Impact and how does it work?**

Visibility to Impact is a full service coaching and consulting firm that specializes in helping individuals increase their visibility while making the impact & profitability that they desire. We offer a wide-range of services from courses to coaching and everything in between.

- **How much does Visibility to Impact products & services cost?**

Cost varies based on product/service & packages. You can get more info at www.leahmforney.com/contact. Click the services tab to see the services offered.

- **Is there a way I can learn more about your company?**

Yes, you can visit our website, <https://www.leahmforney.com/join-my-email-list>

- **How can I be notified about the latest promotions, new arrivals, or any ongoing sales?**

Yes, Join my email list. Visit our website, www.leahmforney.com

- **How can I get assistance if I need it?**

You can get assistance via email at info@leahmforney.com Please allow 24 to 48 hours for response unless it is an emergency

Payment:

- **What forms of payment do you accept?**

We accept all forms of payments. Cash, Check, Debit/Credit Card, Zelle, PayPal for our services. We do not accept Cashapp.

- **Can I split my payment into smaller payments?**

Yes, We are currently offering payment plans through Paypal, Sezzle, Affirm, & Stripe

- **Which currency will I be charged in?**

USD is the current currency that you will be charged in.

- **Do you accept international credit cards?**

We accept all major credit cards, Visa, Mastercard, AMEX, & Discover

- **Do you charge sales tax on any item?**

Yes, Maryland Sales Tax is 6%. It is included in the price.

- **When will my credit card be charged?**

Payments are charged immediately for initial payments. All recurring payments will be charged on the same day as initial payment was set up.

- **I received an error when trying to make a payment. What should I do?**

Please take a screenshot and send it to info@leahmforney.com

- **My purchase was denied, why do I still have a pending authorization hold on my card?**

Authorization holds are made by your banking institution. Please contact your banking institution for more details.

Billing:

- **How can I pay for your service?**

We accept all forms of payments. Cash, Check, Debit/Credit Card, Zelle, PayPal for our services. We do not accept Cashapp.

- **What kind of pricing plans are available?**

We are currently offering payment plans through Paypal, Sezzle, Affirm, & Stripe

- **Is there a setup fee? Monthly fee? Are there any additional payments?**

Any fees for services will be highlighted in the contract. Any monthly fees will be determined based on the payment plan option you select.

- **Will I be billed automatically each month?**

Yes, you will be billed automatically each month.

- **When does my billing cycle start?**

Your billing cycle starts on the date of purchase. It will be the same day each month until all payments and services are rendered.

- **How do I upgrade/ downgrade my subscription?**

Please send all request to change services or subscriptions to info@leahmforney.com

- **Is it possible to suspend my account for some time?**

Yes, we understand that life can happen. Please send your request for suspension of services to info@leahmforney.com

Refunds/Return:

- **I want to return my purchase. What should I do?**

Refunds are case by case basis. Please send all refund request to info@leahmforney.com

- **How long does it take to process a return?**

Please allow 7 to 10 business days for all returns.

- **What is your refund policy?**

It is our mission to provide an excellent client experience. If there is something about our services that is not meeting your standard, please let us know as we strive for excellence here at Visibility to Impact. Refunds are case by case basis. Please send all refund requests to info@leahmforney.com for further investigation. Refunds can and will be provided either as a full refund, partial refund, or an exchange for another product or service at equal or lesser value. Please allow 7 to 10 business days for all requests to be reviewed, processed, and responded to.

- **How long does it take for me to get a refund?**

Depending on the payment method, refunds can take up to 7 to 10 business days to be credited back to the payment method that you used.