

THE POTENTIAL METHOD

Refund Policy

1. GENERAL

This Refund Policy ("Policy") governs all purchases made through Yianni / The Potential Method ("Company," "we," "us," or "our"). By completing a purchase, the client ("you" or "Client") acknowledges and agrees to the terms set forth herein. This Policy forms part of the Company's Terms and Conditions and is binding upon purchase.

Nothing in this Policy is intended to exclude, restrict, or modify any rights a Client may have under applicable consumer protection legislation that cannot lawfully be excluded or limited.

2. 30-DAY SATISFACTION GUARANTEE

2.1 The Company offers a full refund on eligible purchases made within thirty (30) calendar days of the original purchase date ("Refund Window"), subject to the conditions outlined in this Policy.

2.2 Refund requests submitted within the Refund Window will be honoured without requirement of cause or justification.

2.3 To be eligible, the Client must submit a written refund request to the Company prior to the expiration of the Refund Window. Requests submitted after the Refund Window has closed will not be considered under this clause and will be assessed, if at all, under Section 3 of this Policy.

2.4 The Company reserves the right to verify the purchase date when processing any refund request.

3. REFUNDS AFTER THE 30-DAY PERIOD

3.1 Upon expiration of the Refund Window, refunds are not available except in the limited circumstances described in this Section.

3.2 A post-30-day refund may be considered solely where the Client can provide clear and documented evidence of a material failure in service delivery attributable directly to the Company. For the purposes of this Policy, a material failure in service delivery is strictly defined as one or more of the following:

- (a) Failure by the assigned coach, including but not limited to Yianni, to attend scheduled coaching calls without reasonable notice or rescheduling;
- (b) Failure to deliver nutrition content, videos, or materials at the frequency specified under the Client's membership plan;
- (c) Failure to implement or provide a training programme as outlined in the Client's membership plan.

3.3 The following do not constitute grounds for a post-30-day refund:

- (a) Dissatisfaction with personal results, progress, or outcomes;
- (b) A change in the Client's personal circumstances, motivation, or availability;
- (c) Failure by the Client to engage with or adhere to the programme as directed.

3.4 Coaching Partnership & Online Programme Clients: Any post-30-day refund request submitted on the basis of service failure under Clause 3.2 must be accompanied by documented proof of consistent programme adherence, including but not limited to completed workout logs and progress tracking records, covering the period in dispute. Failure to provide such documentation will result in automatic ineligibility for a refund under this Section.

3.5 The Company retains sole discretion in determining whether a post-30-day refund request meets the threshold set out in Clause 3.2.

4. PERSONAL CIRCUMSTANCES & SERVICE CONTINUITY

4.1 The Client acknowledges that personal disruptions — including but not limited to illness, injury, travel, or other individual life events — are inherent to any long-term coaching engagement and are accommodated within the programme structure.

4.2 Temporary inability to train, missed sessions, or reduced participation resulting from the Client's personal circumstances shall not constitute:

- (a) A failure of service on the part of the Company;
- (b) Grounds for a refund under any section of this Policy;
- (c) Grounds for a pause, suspension, or extension of the coaching agreement or billing cycle.

4.3 The Client accepts that the coaching service continues to be rendered and available during any such period of personal disruption, irrespective of the Client's level of participation.

4.4 Memberships are personal to the Client and are strictly non-transferable. The Client may not assign, gift, or transfer their membership to any third party. The Company does not offer membership pauses or suspensions except at its sole discretion in exceptional circumstances.

5. CANCELLATION

5.1 Clients may cancel their membership at any time by submitting a written request to the Company via the contact method listed in Section 10 of this Policy.

5.2 Cancellation takes effect at the end of the current billing cycle. The Client will retain access to their programme until that date.

5.3 No refunds will be issued for any unused portion of a billing period following a cancellation request, except where otherwise required by applicable law.

5.4 Cancellation of a membership does not entitle the Client to a refund of any amounts already paid unless an active and valid refund claim exists under Section 2 or Section 3 of this Policy.

6. CHARGEBACKS & PAYMENT DISPUTES

6.1 If a Client has a concern regarding a charge, they must first contact the Company directly in writing and allow a reasonable opportunity to resolve the matter before initiating any chargeback or payment dispute with their bank or payment provider.

6.2 Initiating a chargeback or third-party payment dispute without first contacting the Company and allowing a reasonable opportunity to respond constitutes a breach of this Policy.

6.3 In the event of a chargeback, the Company reserves the right to contest the dispute, provide all relevant documentation and correspondence to the payment provider, and seek recovery of any amounts to which it is entitled.

7. RESPONSE TIME & COMMUNICATION

7.1 The Company endeavours to respond to all Client communications within forty-eight (48) hours on business days. Response times may vary depending on volume, time zones, and circumstances outside the Company's reasonable control.

7.2 Response time priority is allocated according to membership tier, as follows:

- (a) VIP Members: prioritised response, typically within twenty-four (24) hours;
- (b) Premium Members: prioritised response, typically within twenty-four (24) to forty-eight (48) hours;
- (c) Standard Members: response within forty-eight (48) hours on business days.

7.3 Response time guidelines are indicative and do not constitute a contractual guarantee. Occasional delays falling within a reasonable range shall not constitute a failure of service under Clause 3.2.

8. REFERRAL PROGRAMME

8.1 The Company operates a referral programme whereby existing Clients ("Referrer") may receive a bonus or incentive upon successfully referring a new client ("Referee") to the Company.

8.2 A referral bonus shall only become payable once the Referee has completed a minimum of thirty (30) calendar days on their programme and remains an active client at that time. No referral bonus will be issued prior to this threshold being met.

8.3 In the event that the Referee cancels, requests a refund, or otherwise does not commit to or continue with the programme beyond the 30-day threshold, no referral bonus shall be payable to the Referrer.

8.4 Where the referral bonus consists of a complimentary membership period, the reward tier shall be determined as follows:

- Where both the Referrer and Referee hold the same membership tier, the Referrer shall receive a reward at that tier.
- Where the Referrer and Referee hold different membership tiers, the Referrer shall receive a reward at the lower of the two tiers.

The membership tiers available under this programme, and the products associated with each tier, may vary from time to time at the Company's discretion. The examples above are illustrative only.

9. NON-REFUNDABLE ITEMS & INTELLECTUAL PROPERTY

9.1 The following products and services are strictly non-refundable under all circumstances, including within the 30-day Refund Window set out in Section 2:

- (a) Downloadable guides and digital products;
- (b) In-person training sessions;
- (c) Any service or product not expressly covered by Sections 2 or 3 of this Policy.

9.2 All sales of non-refundable items are final upon purchase.

9.3 Purchase of any digital product or downloadable content grants the Client a limited, personal, non-transferable licence for individual use only. The Client may not reproduce, distribute, share, resell, or otherwise exploit any content provided by the Company without prior written consent from the Company.

10. PAYMENT & PROCESSING FEES

10.1 Where a refund is approved, the Company shall retain a fee equal to five percent (5%) of the total refund amount ("Processing Retention") to cover payment processing costs, transaction charges, and administrative costs incurred in connection with the original transaction and the refund process, including but not limited to fees charged by Stripe or other third-party payment processors. The Processing Retention shall be deducted from the refund amount prior to disbursement.

10.2 The Processing Retention set out in Clause 10.1 applies irrespective of the actual processing fees incurred, and the Client acknowledges that this amount is a reasonable pre-estimate of such costs and not a penalty.

10.3 The Company shall not be liable for any additional fees charged by third-party payment processors beyond the Processing Retention, including any fees arising from currency conversion or the Client's own bank or payment provider.

11. PROCEDURE FOR SUBMITTING A REFUND REQUEST

11.1 All refund requests must be submitted in writing via email to the Company's designated contact address as listed on the Company's website or client onboarding materials. Requests submitted through other channels — including but not limited to direct messages, social media platforms, or third-party messaging applications — will not be considered valid submissions under this Policy and will not trigger any refund obligations.

11.2 Refund requests must include the following information:

- (a) Full name and contact details of the Client;
- (b) Date of purchase and proof of purchase;
- (c) Nature of the refund request and, where applicable under Section 3, supporting documentation.

11.3 The Company will acknowledge receipt of a refund request and notify the Client of its determination in writing within fourteen (14) calendar days of receiving the request.

11.4 Where a refund is approved, the Company will process the refund within fourteen (14) calendar days of the approval date. The time taken for funds to be returned to the Client may vary depending on the Client's bank or payment provider and is outside the Company's control once the refund has been initiated.

12. DISPUTE RESOLUTION

12.1 In the event of a dispute arising under or in connection with this Policy, the parties agree to first attempt to resolve the matter informally. The Client should contact the Company in writing with details of the dispute and allow a reasonable opportunity for the Company to respond and seek resolution before either party pursues formal legal proceedings.

12.2 This clause does not limit any rights either party may have under applicable law.

13. AMENDMENTS

13.1 The Company reserves the right to amend or update this Policy at any time. The version of this Policy in effect at the time of the Client's purchase shall govern that transaction.

14. GOVERNING LAW

14.1 This Policy shall be governed by and construed in accordance with the laws of the Emirate of Abu Dhabi and the federal laws of the United Arab Emirates. Any disputes arising under or in

connection with this Policy shall be subject to the exclusive jurisdiction of the courts of Abu Dhabi, UAE.

By completing a purchase with The Potential Method, the Client confirms they have read, understood, and agreed to this Refund Policy in its entirety.

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