



REFUND & SATISFACTION GUARANTEE POLICY

Center for Managing Change

4694 Cemetery Rd, PMB 396

Hilliard, OH 43026

support@ctrchg.com

Last updated: December, 2025

Overview

At the Center for Managing Change, we stand behind the quality and integrity of our programs.

Reignite Profitable Growth (RPG) is a hands-on learning experience designed to help business leaders gain clarity, focus, and sustainable success.

We understand that circumstances can change and that trust is essential. The following policy outlines how refunds and withdrawals are handled with respect and fairness.

1. Full-Pay Purchases

Participants who choose to pay in full at the time of registration are protected by our layered satisfaction guarantee.

Before Program Start

- If a refund request is made **before personality assessments have been released**, a **full refund** will be issued.

After Assessments Are Released

- Once the **intake interview is completed** and the **personality assessments have been released**, a **non-refundable portion of \$333** is earned by the Center for Managing Change to cover onboarding, interview, and assessment costs.

Satisfaction Guarantee (14 Days After Program Start)

- Participants may request a refund of the **remaining balance** if the request is submitted within **14 days of the program start date**.
- Requests must be submitted in writing to support@ctrchg.com.
- Refunds are typically processed within 10 business days.



2. Payment Plan Purchases (3 × \$333)

Participants choosing the three-payment option receive the same layered protection.

Before Program Start

- A refund of the first payment may be requested in full if assessments have **not yet been released**.

After Assessments Are Released

- Once assessments have been released, the **first payment of \$333 becomes non-refundable**.

Satisfaction Guarantee (14 Days After Program Start)

- If withdrawal is requested within **14 days of the program start date**, the participant will be **released from the remaining two payments**.

3. Refund Process

To request a refund, please email support@ctrchg.com with:

- Your full name and the email used for registration
- Proof of purchase (ThriveCart confirmation email)
- A brief explanation of your request

Refunds will be processed back to the original payment method within 10 business days of approval.

4. Exceptions and Clarifications

- Refunds will not be issued **after the 14-day satisfaction window**, except where required by law.
- The non-refundable portion of **\$333** applies once assessments are released, regardless of attendance or completion of subsequent sessions.
- Participants who fail to attend or engage in the program without written notice are not eligible for refunds or deferments.

5. Contact

If you have questions or need assistance with your registration, please contact:

✉ support@ctrchg.com