

COMPANY POLICY STATEMENT

Mothers as leaders LLC Company Policies

Contact policies: Your primary contact person for Mothers as leaders LLC is Steliana Economu. Steliana Economu is available from 9 am to 5 pm US Central Time, Monday through Friday. Steliana communicates by email and scheduled telephone and video conferencing calls. Please note that LinkedIn, Instagram, and Facebook DMs are not considered official methods of communication and will be *ad hoc* only.

Email policies: Please allow up to two business days for a response by email, although Steliana strives to, and usually does, respond sooner.

Call Cancellations: Please provide 24 hours' notice if you must cancel or reschedule a call. You may forfeit your call if less notice is provided.

Time Off Policy: Mothers as Leaders LLC is closed on weekends and federal and state holidays. From time to time, you will be notified of additional days off.

Billing: Most program payments are up front and subject to the applicable refund policy below. For retained services, you will be billed automatically every 30 days (or the nearest weekday) for recurring charges. We will attempt to charge a declined card every two days for up to ten days.

Refunds: For all programs and services there is a seven-day no questions asked refund available. The refund request must be made by email by the end of the 7th day from purchase, to steliana@mothersasleaders.com

Signature Programs only, such as 'Learn in a group with Positive Intelligence', 'Thrive with Positive Intelligence', the 'Thrive -Leader Lab' have a specific refund policy with a 30 day guarantee.. This is that client may choose to cancel their program after a maximum of two sessions, and a minimum of one session within 30 days of purchase. The client will be charged for the one or two sessions attended as a pro-ration of the program part or full payment.

In all other cases, there is a no refund policy in place following the 7 day no questions asked policy in the first sentence of the refunds policy section of this document.

Billing Disputes: In the unlikely event of a disagreement between us regarding services or deliverables, you agree to make a good faith attempt for 30 days to communicate with Mothers as leaders prior to initiating a chargeback.

One-on-one Coaching: Sessions will generally be held using Zoom, or with advance notice, by other means including Whatsapp call or simply telephone. Any sessions that are recorded are for personal use only and a copy will be provided to you upon request.

Sessions can be scheduled by arrangement with Steliana or using the Mothers as Leaders' ' calendaring service (Calendly). If a single pre-paid session is not used within 100 days it is forfeited. If you do not attend at the

scheduled time, your session is forfeited. If you must cancel or reschedule, you must do so at least 24 hours in advance, or your session will be forfeited.

Group Coaching (including Thrive Leader Lab, Learn in a group with Positive Intelligence): Sessions will generally be held using Zoom, or with advance notice, by other means including Whatsapp or simply telephone. Any sessions that are recorded are for personal use only.

Due to the group nature of these calls, recordings will not be distributed to participants. Note that all recordings are deleted within 6 weeks of the session.

Sessions can be scheduled by arrangement with Steliana or using Steliana Economu' calendaring service (Calendly).

If a previously paid session is not used within 183 days it is forfeited. If you do not attend at the scheduled time, your session payment is forfeited.

There is a no-refund policy in place for the signature DEI Webinars (Dare to Dream, Families as team, Inclusive Leadership) and Steliana's Keynote speaking events following the initial 7-day no questions asked refund policy.

Note that 15 minutes after the start time of group calls, you will not be included in the call unless prior arrangement has been made. It is unfair to the participants and the intimate atmosphere generated to have others enter the call after more than 15 minutes.

For any other specific or general policy inquiries:

Please contact me directly at steliana@mothersasleaders.com.

Updated: December 7, 2022