

The logo for Sarah Jane, written in a cursive, handwritten style.

RETURNS AND REFUNDS POLICY

Our policy lasts 30 days. If 30 days have gone by since your purchase, we are unable to offer you a refund.

Refunds are only eligible on The Mete Method: Signature Masterclass. No refunds available on Private Coaching Sessions.

You are ineligible for a refund on *The Mete Method: Signature Masterclass* if all the conditions below are not satisfied:

- Have done all your theory homework that has been assigned with this course (proof required)
- You have practiced a **minimum** of 5 days a week on technique, sight reading exercises, and the pieces provided to you (proof required)
- You have printed the Musical Glossary flashcards and have used them (proof required)
- You have watched **ALL** the videos in the course (Trackable features implemented in course to verify this)
- You complete any *recommended suggestions* in the course videos as they greatly enhance your musical abilities.

To complete your refund, we require a receipt or proof of purchase (Transaction ID).

Refunds

A refund request must be processed through info@sarahjanemete.com.

If you would like to start a refund claim, the first step is to email us (email address above). Once we view the requirements that must be satisfied to qualify for a refund, we will notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a 5-12 business days.

Late or missing refunds

If you haven't received a refund within 5-12 business days, check your bank account and contact your credit card company. It may take some time before your refund is officially posted on your bank statement. There is processing time before a refund is posted. If you still have not received your refund yet **after contacting your bank**, please contact us at info@sarahjanemete.com

Sale items

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.