

Shipping & Refund Policy

Effective Date: July 15, 2026

Thank you for supporting Bella Coaching! We strive to provide high-quality educational resources, coaching services, and products designed to help children and families thrive. Please review our shipping and refund policies before making a purchase.

Digital Products

Digital products, including downloads, guides, phone cards, courses, memberships, and other electronic resources, are delivered electronically.

Because digital products are immediately accessible after purchase, all digital product sales are final and are not eligible for refunds or exchanges, except where required by law.

If you experience difficulty accessing your purchase, please contact us and we'll be happy to help.

Coaching Services

Payment is required at the time of booking unless otherwise arranged.

Appointments may be canceled or rescheduled with at least 24 hours' notice.

Appointments canceled with less than 24 hours' notice or missed without notice may be charged the full session fee.

If Bella Coaching must cancel or reschedule an appointment, you will be offered the opportunity to reschedule at no additional cost.

Physical Products

Orders are typically processed within 3–5 business days unless otherwise noted.

Shipping times vary depending on your location and the shipping carrier.

You will receive an email confirmation when your order has shipped.

Shipping Address

Please ensure your shipping address is accurate at the time of purchase.

Bella Coaching is not responsible for delays or additional shipping charges resulting from incorrect addresses provided by the customer.

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Damaged or Incorrect Orders

If your order arrives damaged or you receive the wrong item, please contact Bella Coaching within 7 days of delivery.

Please include:

- Your order number
- A description of the issue
- Photos of the damaged or incorrect item (if applicable)

We will work with you to resolve the issue as quickly as possible.

Returns

If you're not completely satisfied with your physical purchase, please contact Bella Coaching within 14 days of delivery. We genuinely want you to love your purchase and will work with you to find a fair solution, which may include a replacement, exchange, or refund when appropriate.

Non-Returnable Items

The following items cannot be returned:

- Digital downloads
- Online courses
- Membership fees
- Personalized or custom-made products
- Products damaged through misuse or normal wear

Refund Processing

Approved refunds are typically processed within 5–10 business days, depending on your payment provider.

Questions?

If you have questions about your order, shipping, or refunds, we'd love to help.

Bella Coaching

Email: loretta@bellacoachingservices.com