

Refund Policy

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Effective Date: 5/15/2026

Website: prefrontalplays.com

Business Name: Prefrontal Plays

Contact Email: info@prefrontalplays.com

Prefrontal Plays provides basketball education, player development guidance, recruiting insight, digital resources, coaching programs, journals, worksheets, clarity sessions, and related performance education services.

Because many of our products and services involve immediate access to digital materials, scheduled time, personalized guidance, or limited program availability, all sales are final unless otherwise stated in writing.

1. Digital Products

All digital product sales are final.

This includes, but is not limited to:

1. Digital journals
2. Worksheets
3. Templates
4. PDF guides
5. eBooks
6. Online resources
7. Downloadable materials
8. Course materials
9. Recorded trainings

Once a digital product is purchased, downloaded, accessed, or delivered, no refund will be provided.

2. Coaching Calls and Clarity Sessions

Payments for coaching calls, consultations, and clarity sessions are non refundable once the session has been completed.

If you need to reschedule, you must provide at least **24 hours notice** before the scheduled session.

If you miss a session, arrive late, or fail to provide proper notice, the session may be forfeited without refund.

3. Coaching Programs

Payments for coaching programs, guidance programs, or structured development programs are non refundable once access has been granted, onboarding has begun, materials have been delivered, or the program has started.

This includes programs such as:

1. Basketball Intelligence programs
2. Player development guidance programs
3. Recruiting guidance programs
4. Parent consultation programs
5. Mindset or decision making programs
6. Role recalibration tools or guided systems

Prefrontal Plays does not guarantee scholarships, roster spots, playing time, recruiting interest, eligibility outcomes, or specific athletic results. Refunds will not be issued because a desired outcome was not achieved.

4. Payment Plans

If you enroll in a payment plan, you are responsible for completing all agreed payments.

A payment plan is not a subscription that can be canceled to avoid remaining payments. It is a divided payment arrangement for a product, service, or program.

Failure to complete payments may result in suspended access, removal from the program, collection efforts, or loss of future access to Prefrontal Plays services.

5. Subscriptions and Memberships

If Prefrontal Plays offers subscriptions or memberships, you may cancel future renewals according to the cancellation instructions provided at checkout or by contacting:

info@prefrontalplays.com

Canceling a subscription stops future billing. It does not automatically refund previous payments.

Partial month refunds are not provided unless otherwise stated in writing.

6. No Refunds for Change of Mind

Refunds will not be issued for:

1. Change of mind
2. Failure to use the product or service
3. Not completing assigned work
4. Personal scheduling conflicts
5. Dissatisfaction with outcomes that were not guaranteed
6. Misunderstanding the offer after purchase when the offer was clearly described
7. Failure to read the product description, checkout page, or service terms

7. Duplicate Purchases or Billing Errors

If you believe you were charged incorrectly or made a duplicate purchase, contact us within 7 days at:

info@prefrontalplays.com

We will review the issue and, if an error occurred, issue the appropriate correction or refund.

8. Exceptional Circumstances

Prefrontal Plays may review refund requests on a case by case basis.

Granting a refund in one situation does not create a right to future refunds or change this Refund Policy.

9. Chargebacks

If you dispute a charge with your bank or payment provider without first contacting Prefrontal Plays, we reserve the right to provide documentation showing that the product or service was purchased, accessed, delivered, scheduled, or completed.

Fraudulent chargebacks may result in termination of access to all Prefrontal Plays services.

10. How to Request Help

For questions about a purchase, billing issue, or refund request, contact:

Prefrontal Plays

Website: prefrontalplays.com

Email: info@prefrontalplays.com

Please include:

1. Your full name
2. Email used at purchase
3. Product or service purchased
4. Date of purchase
5. Reason for contacting us