



Olive Branch Caregiving — Refund & Cancellation Policy

Effective date: September 30, 2026

Last updated: September 30, 2026

We believe caregiving carries enough stress. Our billing policies are simple, transparent, and compassionate. This policy is part of our Terms of Service.

Hassle-Free Cancellation Anytime

You may cancel a recurring subscription at any time with a single click in your Account Billing Portal, or by sending a brief email to TalktotheOlive@OliveBranchCaregiving.com. There are no retention calls, cancellation penalties, or hidden hurdles. Your access continues uninterrupted through the end of your prepaid billing period. We do not provide prorated refunds for the unused portion of a billing period after cancellation, unless required by law or covered by the guarantee or renewal grace period below.

Renewal Reminders

Before an annual plan renews, we will email you a reminder showing the renewal date and price, so you have time to cancel if you no longer need it. Monthly plans renew each month until cancelled.

30-Day Money-Back Satisfaction Guarantee

Digital memberships and subscriptions. If any digital plan — including The Olive, The Leaf Library, The Confident Caregiver, and The Care Circle — does not provide the clarity and comfort you hoped for, contact us within 30 days of your first purchase of that plan for a full refund.

Complete plans (membership plus printed book). If you request a refund within 30 days of purchase, we will refund the membership portion of your purchase (\$180 for The Complete Confident Caregiver or \$220 for The Complete Care Circle). The printed book is covered by the printed materials terms below.

Printed materials (such as The Caregiver's Companion):

- **Arrived damaged?** Email us a photo within 30 days of receipt and we will mail you a free replacement. No return is needed.

- **Not satisfied?** Contact us within 30 days of receipt. Once we receive the book back in good condition, we will refund the book price. Return shipping is paid by the customer.

The 30-day guarantee applies to your first purchase of a plan. It does not apply to automatic renewals, which are covered by the grace period below.

7-Day Renewal Grace Period

If an **annual** plan renews and you have not used it since the renewal date, you may request a full refund of that renewal within 7 days of the renewal charge. Monthly renewals are not refundable, but you may cancel at any time to stop the next charge.

Refund Processing Timelines

Refund requests are reviewed with care and processed within 3 to 5 business days back to your original payment method. Depending on your financial institution, funds typically appear in your account within 5 to 10 business days. When a subscription is refunded, access to that plan ends.

How to Request a Refund or Cancel

- **Cancel a subscription:** Log in and use your Account Billing Portal, or email TalktotheOlive@OliveBranchCaregiving.com.
- **Request a refund:** Email TalktotheOlive@OliveBranchCaregiving.com within the applicable window, with the email address on your account. For urgent billing issues, include "URGENT" in your subject line.

Contact

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Email: TalktotheOlive@OliveBranchCaregiving.com

Remember to love each other. 