

OUR REFUND POLICY

Being a pet parent when your beloved is not well is a very stressful and emotionally draining experience, and I have witnessed too many pet parents being taken advantage of by pet professionals who use people's pain and lack of knowledge as leverage to convince them to take a course of action. I work with many cases that have not gotten help anywhere else, and I am often the last resort. Some of these pets are literally at death's door and they may not make it through my program of care, so it is important to me that you understand my financial policies before you part with your money. When I work with people I set up a program of services that we will do over a specified number of weeks. I call it a package. These packages are heavily discounted from my standalone menu of services. For example:

- Pure remote sessions are \$ 100ea. (A pure remote session is where Dr. Nels tunes into your pet, or yourself, and rebalances the energy system without physical touching. These sessions are done by Dr. Nels during gaps in his schedule and don't require an appointment.)
- Guided Zoom or phone sessions are \$ 300ea. (In a guided session Dr. Nels gets on a video call or phone call and guides you to touch points that need rebalancing energetically and neurologically to restore internal balance. These sessions typically take 20 to 30 minutes and require scheduling an appointment.)
- **THE RASMUSSEN RESET VIDEO COURSE** currently sells for **\$50 as a standalone product** that you can buy. It is a program that you stream on your computer or phone that teaches you a simplified method of resetting the animal's fight flight system, which is the first and most important step in the healing process. I include it with all my programs because your regular use of this method gives you a way to speed up the healing process and keep them healthy when the program is over.

Here is one example of a package many people purchase:

THE GOLD PACKAGE: 12 weeks of care

Price: 1499.00

The Rasmussen Reset Video Course

One month of pure remote tune ups as needed up to 8 sessions

One week of Bi-weekly Zoom sessions

Up to 12 weeks of weekly Zoom sessions

One phone or Zoom session for the pet owner

Additional sessions for yourself, other people or animals at \$100/session

Value of individual components = \$5350.00

You can see that the **standalone value** of these services would **sell at \$5350.00** and that the **package price is \$1499.00**. I am selling the package as a unit, not a suite of services. If someone wanted a refund after **6 weeks of care**, half of the package, I don't refund half of their money. I look at the number of services used at the individual price to see how much, if anything, they are due. This is because the services were part of a package and discounted heavily for that reason. Stopping care breaks up the package into individual services. The math: Video course \$50. 8 pure remote sessions **\$800**. **7 guided Zoom sessions \$2100**. **(I don't charge for the personal session (\$300). It is a free perk of the package for the benefit of the animal.)** You can see that there is no refund due in this case because the value of the individual services is **\$2950.00** and the payment for the package was **\$1499.00**. What I do instead is allow the pet owner to transfer the remaining part of the package to another pet, or even a friend or relative's pet, or take it as care for themselves, or some have

chosen to pay it forward to someone who contacts me for help but can't afford it. I have done all these scenarios. One woman had a cat that we were attempting to help, but it somehow got out of the house and got killed. She opted to take the remaining care for herself. She liked that so much that she has gotten monthly care ever since for the last 8 years! If you have any questions about this policy please contact us with your questions.