

Returns and Cancellation Policy

Subscription Cancellation and Refunds

If you purchased a subscription directly from us, contact support@piiva.com for assistance with refunds.

We design our programs to impact athletes as a whole person in their performance, mindset and well-being, so if it's not working exactly for you, you're covered. Piiva has a thirty (30) calendar day subscription cancellation policy from the time of the order for a full refund less the biofeedback unit cost, which the subscription holder retains (\$70 USD). Due to the nature of the personal use of the biofeedback unit and Covid-policies, we do not take back the units. After 30 days from the order, cancellations are not eligible for refunds.

For coaching sessions, subscription holders will be refunded for the coaching sessions that have not been used. Coaching sessions that have been completed are not eligible for refund.

A refund will be issued once after we have received an email at support@piiva.com. Please note that credit card refunds may take up to 10 business days for your bank to complete, depending on their processing time.

Returns

If the biofeedback unit is defective, please contact Thought Technologies with the biofeedback order number and details about the product. You can contact their Service Department before sending for repair at:

Local phone number (514) 489-8251 ext. 173.

Toll-Free In North America only: (800) 361-3651 ext. 173 or

Email: service@thoughttechnology.com.

Thought Technologies will respond promptly to your request with their instructions for how to return the biofeedback unit.

Subject to applicable laws, Piiva reserves the right to refuse to process a refund after terminating your account in the event you have materially breached these Terms of Use (www.piiva.com/terms-of-use).