



Rasa Return Policy

We guarantee all of the merchandise we sell. At Rasa, service to you our customer is our utmost priority.

If you are dissatisfied with a product, you may return **unused and unwashed items** in good, saleable condition **within 30 days of purchase** for a full refund (note exceptions below). Full refunds are based on the original payment method. After 30 days if the item is still unused, unwashed and in 'like new' condition, we will issue a store credit. Outside of this 30 day period, or if the item has been worn, used, or otherwise in un-saleable condition we will **not be able to provide any refunds or exchanges.**

Exceptions: previously worn or washed garments, clearance items, books, opened videos, DVD's, CD's, beauty/spa products and special orders are non-returnable.

CLASS PASSES

Class passes have varied expirations (5 class pass expires in 3 months, 10 class pass expires in 4 months, 25 class pass expires in 6 months). Extensions of expiration date will be made on a case-by-case basis.

Refunds for passes within 3 month time period:

If less than half of the passes have been used, customer receives 50% of the prorated value.

If more than half of the passes have been used, there are no refunds or credits after 14 days.

Absolutely no refunds or credits on class passes after 3 months.

UNLIMITEDS

For Annual Unlimiteds

- No refunds, credits or opt-outs after 6 months, under the monthly auto-debit plan or if customer paid upfront.
- If less than 6 months, customer receives 50% of the prorated value, except in the case of auto-debits.
- If on the monthly auto-debit plan, customer will pay a penalty of 50% on the remainder balance

Freezes

Semi/annual passholders will have the option to freeze their unlimited pass if they are away for more than 3 weeks at a time; to resume when they return. Monthly unlimited passholders will have the option to freeze their unlimited pass if they are away for more than a week at a time; to resume when they return. Must provide Rasa Center advance notice.

WORKSHOPS/EVENTS

- You may receive a refund if you cancel your registration within 7 days of the event.*
- Studio credit towards classes or merchandise will be given for all cancellations requested less than 7 days from the event, and good for 1 year (no exceptions on term).
- If we announce an event as "SOLD OUT" in the studio or online, no credit will be given after announcement as you have taken a space that could have been purchased by another practitioner.
- **No refund or credit if canceled 2 days (48 hours) before event****

*Any refunds on credit card payments are subject to a 5% fee to cover credit card processing of refund and return.

**Please note that no refunds or credits are given two days prior to the *start* of your chosen event. (Example: for a weekend workshop that starts Friday, no refunds are given after Wednesday night, even if you purchased a Sunday class).