

Payments, Refunds & Cancellations

Everything you need to know about payments, how to refund and cancel your subscription.

Payment Options

The payment methods you can use to purchase our programs. We have two methods of payment for you to choose from:

1. Purchasing with a **Credit Card or a Debit card that allows online payments such as:**



2. Purchasing through **PayPal**.

If you face difficulties ordering with your credit card, check out [PayPal](#). It's fast, secure, hassle-free and really easy for online payments.

Want to pay using a different payment method?

Unfortunately, there is no technical way to purchase Mindvalley products through direct (interbank) transfers, in cash or any other different payment method that is not listed above, and in that case customer support won't be able to help you.

If you don't have a Credit Card/PayPal account and you're not ready to get one, an option for you is to give cash to your friend/family member and ask him/her to make the online payment. Just fill in your email address while making a purchase (so that the program would be added directly to your account).

We also have a great article on how to [create a PayPal account HERE](#).

Credit card declined

We know how frustrating this can be! So let's go over this together. There are a number of reasons why your payment with a credit card may not go through:

- There was an error in inputting your credit card information
- Credit limit is reached / credit is insufficient on your account
- The card may be expired or not yet activated for online purchases
- The credit card provider may have put restrictions on the card (which they sometimes do for online foreign transactions)
- Web browser cookies

To overcome any of these challenges please follow these steps:

1. Try using a **different browser** to make the purchase. 9/10 times an incognito browser works. Try opening an incognito/private browser on your web browser and try purchasing there instead.
2. Double-check the credit card information you entered on the checkout page to make 100% sure it's correct. Pay extra attention to: Credit card number, Expiration date & CVV number.
3. Check your credit balance/bank statement if you have enough money to make the transaction.
4. The above steps don't work? Please contact your bank/credit card provider to verify if there are any issues with your card.
5. If even your bank cannot help and you think there might be something wrong with our checkout, please contact our Customer Support and we'll get back to you as soon as possible! (Note: please add as much information as possible explaining the situation. Screenshots are extremely helpful.)

Your PayPal payment was declined?

There could be several different reasons why you're seeing an error message or why your payment won't go through.

If your **debit or credit card was declined**, check to see if:

Your card has expired or out of date—if the card you have on file doesn't have your

current billing address or is expired it will be declined. You can update your card information in your PayPal account.

You need to confirm your card—your card may need to go through a confirmation process. *Please note if there's no “confirm credit card” link on your card details page within your PayPal Wallet, you don't need to complete this step.*

Your card company or bank has more information—if the above steps don't solve the issue, you can call your credit card company to identify the problem. To protect your privacy, your debit or credit card company or card issuer doesn't tell PayPal why your card was declined. If you can still use your card, please try your transaction again.

If your payment won't process with your bank account or you're still having problems with your card, try:

- Changing your payment method at checkout. If you only have one payment method linked to your PayPal account, you'll need to add another payment method before you can do this. You can add a credit or debit card or add your bank account. Both options are quick and easy and will give you more flexibility at checkout.
- Confirming your recipient's email address or phone number is entered correctly. Make sure the recipient has finished registering for their PayPal account by confirming their information. A payment will fail if they haven't completed this process.

*Source: www.paypal.com

Are you trying to pay with Paypal Balance?

Please note that we do not accept Paypal Balance payments.

Not sure if the payment went through?

Whenever you're not sure if the payment did go through, please check your bank statement. If you don't see a recent transaction to Mindvalley on your online banking statement - this means you were not charged.

If you did not get a successful transaction message or any email from us with information about the program you have just purchased, it means:

- Either that the email address that you filled up in the payment form is misspelled. Read more on what to do in that case [here](#).
- Or that the payment couldn't be processed and did not go through so you have not been charged. This also means that you don't have access to your program yet.

Error 500 - order processing

If you're encountering this error, most likely, our payment system is down right now. We are truly sorry for the inconvenience.

Before you try to purchase again,

- Check if you were not charged on your bank statement
- Clear your cookies and cache in your browser
- Try to repeat the transaction after 24 hours

If you still see the same error, you can contact our Customer Support. Tell us more about:

- What was the error message you saw? (Screenshots give bonus points!)
- What steps have you already taken?
- What device are you using (laptop, phone, tablet, etc.)? Which brand and model?
- What operating system are you using? What internet browser are you using to login? That's all! We'll be sure to assist you in any situation.

If you have a payment plan or subscription & we are unable to charge you

If you have a subscription or a payment plan and we are unable to charge your credit card or Paypal account for any reason, our system will re-attempt to charge your account or card multiple times on consecutive days. You will also receive notifications to your email address if the attempts were not successful. When the last attempt by our payment system to charge you is unsuccessful, access to your subscription or program will be removed.

- If you have a subscription and would like to resubscribe to the service, please simply purchase the subscription again.
- If you have a payment plan and your final payment is declined by our system or your program access is removed, please contact our customer support by clicking the support widget at the bottom right corner of the page. Please describe the situation and our agents will get back to you soon with a solution.

Why Am I Charged VAT?

European Union and UK

In January 2015, the EU passed a law that requires companies to charge VAT for products based on the location of the customer (You) instead of the location of the company (Mindvalley).

Please know that the **Value Added Tax or VAT** is a consumption tax added to goods and services, so, it **applies to everybody: citizens or businesses**. Nevertheless, businesses with a valid VAT number can be exempt from it.

Please click [here](#) to check the European Commission's regulations for EU citizens (individuals) buying online electronically supplied services. It states that the seller will charge the VAT rate applicable in the country where you are established, have your permanent address or usually reside.

If you select an EU country for your billing address on the checkout page, the taxes are automatically included. Please note that our sales pages also mention that EU customers will be charged VAT. (**Add your VAT number without spaces in between**) You can always see the amount adjusted on the checkout page after choosing your country of residence and before completing your purchase so that you are aware of the amount charged as Value Added Tax before you make a decision.

1 PAYMENT OPTIONS
2 ORDER COMPLETE

BILLING INFORMATION

FIRST NAME *	LAST NAME *
Eva	Martin
EMAIL * ?	ZIP CODE / POST CODE * ?
<input type="text"/>	<input type="text"/>
EU VAT ID (optional) ?	COUNTRY *
<input type="text"/> SE	Sweden

CREDIT CARD	PAYPAL
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CARDHOLDER NAME *	<input type="text"/>
-------------------	----------------------

CARD NUMBER *	<input type="text"/>
---------------	----------------------

EXPIRATION DATE *	<input type="text"/> - Select One - <input type="text"/> - Select One -
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CVV *	<input type="text"/>
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COMPLETE MY ORDER

ORDER SUMMARY

Rapid Transformational Hypnotherapy

Item Price	USD 399.00
	Rapid Transformational Hypnotherapy
Tax/VAT USD 99.75	
Total USD 498.75	

VAT has been added based on your country. Please review the order summary for a detailed breakdown. [Dismiss](#)

UK (VAT)

If you're based in the UK, you may be wondering if taxes will still be charged since the UK is no longer in the EU. The answer is YES, VAT is still charged for UK customers because we are still required by UK tax legislations to charge taxes regardless of UK being out of EU. Similarly, if you have a valid UK VAT ID, you may input that upon checkout to be exempt from UK tax.

Australia (GST)

From July 1st, 2020, the Australian taxation office made some changes to the way that GST (Good and Services Tax) would be collected, and from 1st July 2020 onwards, if you buy imported services and digital products electronically, you may be charged goods and services tax (GST).

Please check the following posts of the Australian taxation office about this:

- [GST on imported goods and services.](#)
- [When to charge GST](#)
- [Information for consumers](#)

Colombia (VAT)

All Colombian transactions will be charged with 19% VAT. To learn more on this check the following link below:

[Value Added Tax](#)

Saudia Arabia (VAT)

All Saudi transactions are subject to a 15% VAT charge. This was a law that went into effect on January 1st, 2018. To learn more, click on the links below:

[Saudi Arabia VAT Guide for Businesses](#)

[Saudi Arabia VAT on digital services](#)

[Saudi Arabia VAT on digital and e-services](#)

VAT Exemption

If you have a valid VAT number, you can be exempt from the VAT. We have a section in all of our checkout pages where you can input your VAT number. This will automatically exempt you from the VAT and bring the tax down to zero. For more information on the VAT exemption, please contact the tax agency of your country.

Please note that you would need to contact your country tax authorities to request a refund for the VAT.

I added my VAT number but I still got charged?

This happens when you add a space between the letters and numbers. Your VAT number should have no spaces when you type it in. (For example: **DE1234567**)

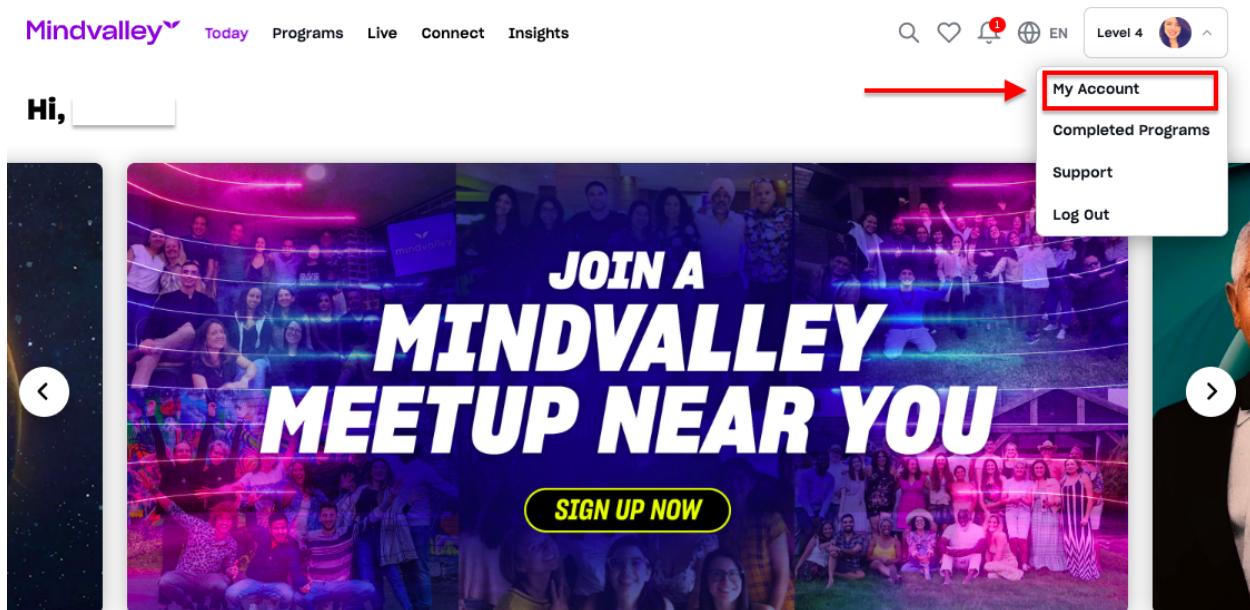
If you have a valid VAT ID and you have already completed the purchase please contact our Customer Support via the chat icon. Do note that we are unable to refund the VAT amount, so we may only refund the full amount of your purchase, and you may purchase it again with your VAT ID.

Alternatively, you may contact your local tax office to request for a refund of that VAT amount.

How to access your Billing and Payment History

How to access the billing section on your account

When you successfully purchase a program or subscription with us at Mindvalley, you will receive a payment confirmation email to the email address associated with your account. If this is your first purchase with us, your Mindvalley account will be created instantly and the login information is emailed to you.



Where To Find My Payments On Web

For all your purchases made on the Mindvalley site, you may access your billing section on the Mindvalley website.

To see your payments please follow these steps:

1. **Login** to your account at [Mindvalley Homepage](#).
2. On the homepage click on the **Profile/Account Icon** on the top right corner, then select **My Account**.
3. Click **Billing** on the left.

A new page will appear, showcasing a list of your active and/or cancelled subscriptions. Scroll down the page and you will see a list of all your previous payments under the **Payment History** section. To download invoices, please [click here](#) for detailed instructions.

The screenshot shows the 'Billing' section of the Mindvalley website. On the left, there's a sidebar with links: 'My Profile', 'Settings', 'Language', 'Billing' (which is highlighted with a red box and has a red arrow pointing to it), 'Support', and 'Log Out'. The main content area is titled 'Billing' and shows 'Subscriptions'. It details a 'Mindvalley Membership' subscription: Product is 'Mindvalley Membership', Subscription Type is 'USD 399.00 / Annually (Auto-renews)', Since is '20 May 2022', Next Billing Date is '20 May 2023', Status is 'Active', and Paid By is 'PayPal'. There's also a link to update payment method at 'paypal.com'. Below this, there's a note about unsubscribing from mobile devices and a link to more information. At the bottom, there's a 'Payment History' section with a red box around it, showing a table with one row: Invoice No. A-S01452694, Product Mindvalley Membership, Date 20 May 2022, Total USD 399.00, Paid by PayPal, and Status Paid.

Invoice No.	Product	Date	Total	Paid by	Status
A-S01452694	Mindvalley Membership	20 May 2022	USD 399.00	PayPal	Paid

Subscription Types

If you purchased a subscription, the next automatic payment will happen according to your subscription date. It's crucial that you always read all the information on a checkout page before submitting a payment. After your first subscription payment (or if you

purchased a subscription without any trial), the automatic charges will take place depending on what kind of subscription (monthly or annual) you have:

- **Monthly** : payment will go through every month on the same day as your initial full monthly subscription payment
- **Annual / Yearly** : you will be billed once per year on the same day when the initial yearly subscription payment went through

Where To Find My Payments On App

If your purchase was made via the **Mindvalley app**, the payment and billing are handled directly by your app store.

You'll be able to find your payment details and history under the billing section of your app store account. You may click on the guides below on how to access your app store billing -

[iOS Apple Store](#) / [Google Play Store](#)

What Was I Charged For?

If you found a Mindvalley payment in your bank statement but you do not know what for? Let's look it up together, please search in your inbox for an email from us.

For every course purchased we send an email with "*Your payment was successfully processed*" subject line, **where you can find your invoice attached**. If it was your first purchase with us, **we also send you the login details** with "*Your Mindvalley Login Details*" subject line email.

If you are already a customer, once you go to your [Mindvalley Account Dashboard](#) you will be able to access your [Billing Section](#) and see when and which course was purchased. Here you can see whether:

- You have committed to one of our monthly or yearly subscription plans
- You have committed to a Payment plan

If you don't find any email from us, cannot see it in the billing section or you found it, but it is still not clear what you were charged for, please don't hesitate to contact us.

Bear in mind that if your purchase was made via the **Mindvalley app**, the payment and billing are handled directly by your app store.

Update Credit Card Details

How to update the details of your credit card in your account's billing section

Gada Tashi avatar

Written by Gada Tashi. Updated over a week ago

In order to update your credit card info, please do the following:

1. Login to your account at Mindvalley.com
2. Click on the Profile /Account Icon on the top right corner, then select My Account.
3. Please click the Billing tab on the left.
4. Click on Update next to your credit card number to open the page to update your details.

Remember to save changes by clicking on the UPDATE button after filling in your new card details.

For some orders, you might not be able to do that from your dashboard and in those cases, the credit card changes are done by our Customer Support agents.

I Was Overcharged

If you paid more for the program or subscription than you expected

Here at Mindvalley, we take the practice of transparency and honesty seriously. We would never intend to charge you for something you are not clear about and we really try to provide as much information about our payment systems as we can. In case your bill didn't reflect what you expected, it's likely that one of the following happened:

VAT Taxes

If your billing or shipping address is located in an EU country, according to EU legislations, you get charged Value Added Tax with your purchase. Unfortunately, this is not up to us. If you have a valid VAT number and you still got charged with this tax, please contact us and we will make sure your bill is adjusted!

Exchange Rate

All of our prices are displayed in US dollars and when placing your order, the currency conversion is automatically made by your local bank. So if you are banking with a foreign bank or in another country, you might notice a slight difference in the amount withdrawn in your own currency. Each bank practices its own exchange rates and sometimes its own commission so it's best if you get in touch with your bank to get some clarity about this.

Early Bird Discount Expiration

We often provide special discounted offers for only a limited time to our most passionate students who jump on the opportunity and sign up on the spot. If you try to save the link to our special price to get back to it after the offer ends, you might find that the special price has expired. Nevertheless, our sales and checkout pages will always display the correct price for you at the time of your purchase, so do take a second look when submitting your order!

Recurring Payments

If you have subscribed to any of the Mindvalley subscription programs, you'll automatically be billed on a pre-agreed date (monthly or annually). We value you as a customer and we always display clear pricing policies on our sales and checkout pages, so that you get what you expect!

Don't forget your installment plan for the Courses and Quests that you have signed up for. Installment charges apply every month (30 days after the initial payment). For further information, please head to your [Billing Profile](#) to locate your invoice for clarity.

I Was Double Charged

Let's see what could be the reason :)

- If you purchased any of the Mindvalley Subscription Programs, you'll be automatically billed on a pre-agreed date (monthly or annually). Please have in mind that we always display clear pricing policies on our sales and checkout pages.
- If you have purchased any of our courses through a Payment Plan (2 or 3 monthly instalments), you will be charged the same amount on the same day each month.
- If you have purchased some other course or subscription through Upsell (apart from your main course), you will be charged on the same day.

You can check out the details of your purchase on your [Mindvalley Homepage](#), by going to your **Billing Section**.

To check if any of the above-mentioned reasons apply, please go also to your online banking account and check your statement.

- If you see the same amount charged on different dates - probably you're getting charged for a subscription or a payment plan.
- If the charges went through on the same date - it's highly likely that you purchased more Mindvalley programs at the same time. Please contact our support team by clicking the chat widget in the bottom right corner if this happened accidentally.

And lastly, in case your bank statement shows same payment amount charged on the same day or if you have other doubts/need more details - do not hesitate to contact us and our support agents will be there for you. Please include:

- The dates of the payments
- Amounts charged
- Screenshot from a bank statement
- The email used while making Mindvalley purchases

My billing details are not showing up

If the billing section of your account is not showing your payment history or invoices, it could be due to -

- You have purchased through the **Mindvalley app**, or
- You have logged in with a different email address.

If your purchase was made via the **Mindvalley app**, the payment and billing are handled directly by your app store.

You'll be able to find your payment details and history under the billing section of your app store account. You may click on the guides below on how to access your app store billing -

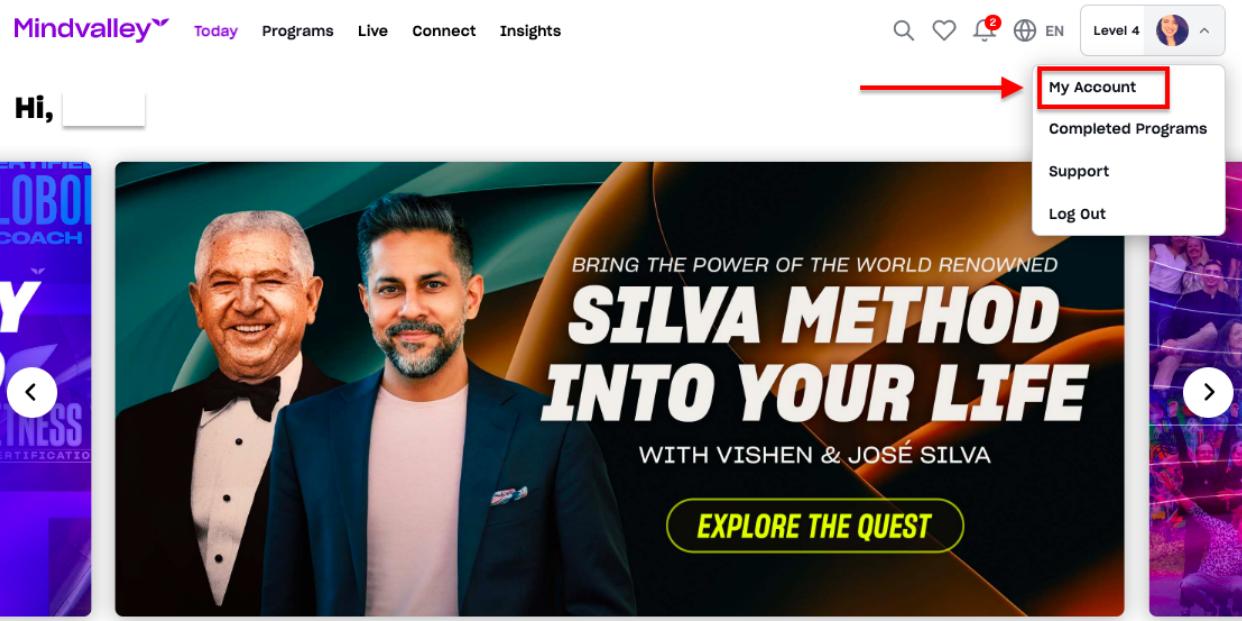
[iOS Apple Store](#) / [Google Play Store](#)

If you have a different email account, please log out of your account then log back in again with your Mindvalley email address.

Update Profile Information

How to update the information on the profile of your Mindvalley account

Once you login to your [**Mindvalley Account**](#), click on the **Profile Picture Icon** on the top right of your account dashboard and click **My Account**



Once you select **My Profile** you will be able to:

- Upload a profile photo (To change your photo click **Change Photo** under the image)
- Input your first and last name.
- Input your contact number.
- Select the country you currently reside in.
- **Choose the language of your Mindvalley Account.**
- Select your date of birth.
- Input your profession.
- Insert your social media links.

My Profile

Settings

Language

Billing

Support

Log Out

My Profile



The city you reside in

Date Of Birth

Your date of birth goes here This info is kept private

Spoken Languages

The languages you speak

Work

Profession

The work that you do

Industry

The industry of your profession

Edit profile



Once finished, don't forget to click the **Save Profile** button as shown below.

Your Social Links
For Mindvalley members to connect with you

Your Website

Your website URL

Facebook Profile

Your Facebook URL

Twitter Profile

Your Twitter URL

LinkedIn Profile

Your LinkedIn URL

Instagram Profile

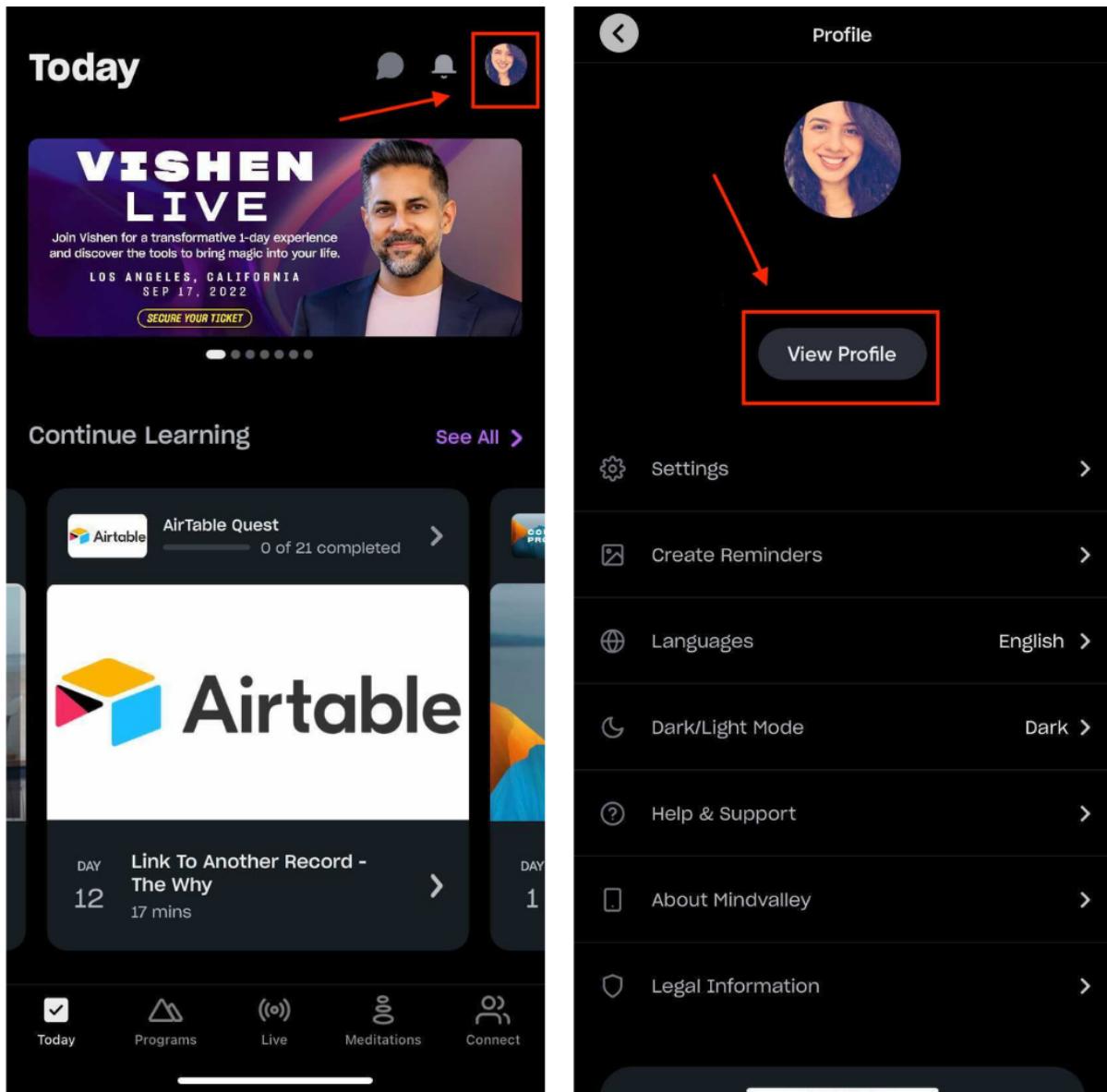
Your Instagram URL

Save profile Discard changes

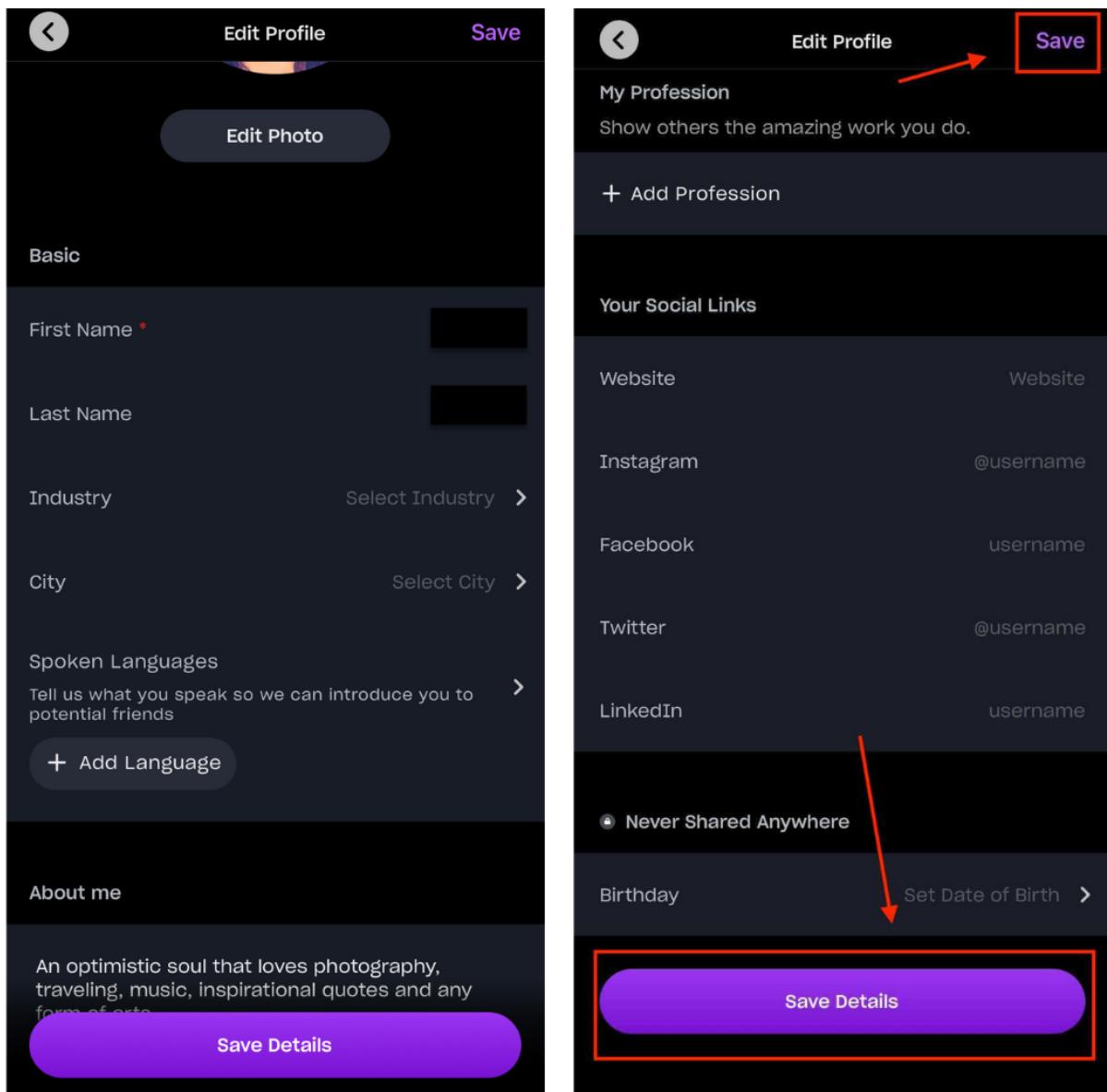
If you still can't see the changes made after your click on Save Profile button. Clear your cache and cookies from your browser, click [here](#) to follow the steps.

Update my information on the Mindvalley App:

To edit your Profile on the app, please click on the Profile Icon on the top right hand corner. Then click **View Profile > Edit Profile** and you will be able to update all your information here.



You can include any information you want to share as well as your social media links. Once you're finished, make sure to click the "**Save/ Save Details**" button to ensure that all information is updated.



If you'd like to **reset your password**, please click on settings. You can find the steps in [this article](#).

Note: If there is a typo in your **email address** or if you want to change it but are unable or receive an error message, please contact us by clearly stating the existing email and the new email address and our Customer Support agents will help you.

How To Unsubscribe From Mindvalley Emails

How to unsubscribe from our newsletters and emails or change the amount of emails you are receiving

You can open any email you have received from us previously and at the bottom, you should see a link that says ***Unsubscribe or Manage Subscriptions***. This is how it looks like:



Follow us for more great content:



This email was sent to siranush.arakelyan@aesec.net by info@mindvalleyacademy.com

14525 SW Millikan Way #31545 Beaverton, OR 97005-2343

[Unsubscribe or Manage Subscriptions](#) | [Privacy Policy](#)

It will take you to a page where you can see all the mailing lists you are subscribed to, so you can decide on how often you would like to hear from us and create your own mix from the best of our content!

Unsubscribe from all

In order to unsubscribe from all our lists, simply scroll down to the last section and click on Unsubscribe.

Weekly Digest

If you feel like it's hard to catch up with your emails, you can try Weekly Digest!

Create your own selection

Some of the emails that land in your inbox are news from a premium course you have

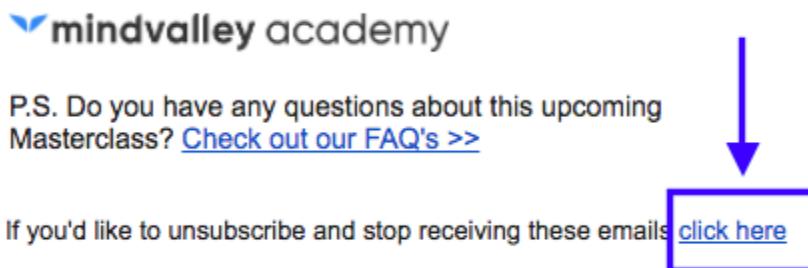
purchased or updates about a free course/masterclass you got enrolled in. Just tick the boxes and pick the ones you want.

Goodbye - or maybe see you again?

It's been a pleasure having you among us. I can assure you there are no hard feelings from our end and we wish you the best hope you will return to us one day!

I am still receiving emails

If you have unsubscribed from all our lists and you still receive news from Mindvalley, then it is because you have signed up for a free masterclass with us. In case you changed your mind and you would not like to get updates about the event anymore, there is a simple solution! You just need to scroll to the end of the email and click on the link, as you can see below:



Almost there. This link will take you to a page where you need to hit the Unsubscribe button.

"Turn Your Life Into A Living Masterpiece" Butcher

Are you sure you want to unsubscribe from this event?



I have tried going through these steps from my mobile, but it didn't work.

With the technicality of this case, we would highly suggest that you try this with your laptop or computer! Sometimes, our mobile phones won't be able to perform this as well as we want them to. We apologize for any inconvenience caused.

I've tried everything, but nothing worked.

First of all, I am sorry. We don't like spam either and we believe that we share meaningful content that helps people become a better version of themselves. If you would like to stop receiving emails, we understand and we would really like to help! Drop us a few lines to our Customer Support by clicking the chat icon at the bottom right of the page and we'll get back to you soon!

Mindvalley Membership

Introduction to Mindvalley Membership

[**Mindvalley Membership**](#) subscription gives you access to the entire collection of Mindvalley Quests. Our Quests are the backbone of the new education model we are bringing into the world to inspire people to lead a more purposeful existence.

What is included in the Mindvalley Membership?

- Access to available Mindvalley Quests
- Access to all upcoming Quests
- Ongoing access to our exclusive Quest communities
- Free Live Calls with authors and new Quests
- Mindvalley Mentoring with Vishen Lakhiani
- Access to your Quest-related meditations & Omvana meditations.
- Little Humans etc

What is NOT included in the Mindvalley Membership?

- *WildFit and Lifebook* Online because these are partner programs (i.e. they are not produced in-house by Mindvalley).
- *Evercoach programs*
- *Unlimited Abundance Live*

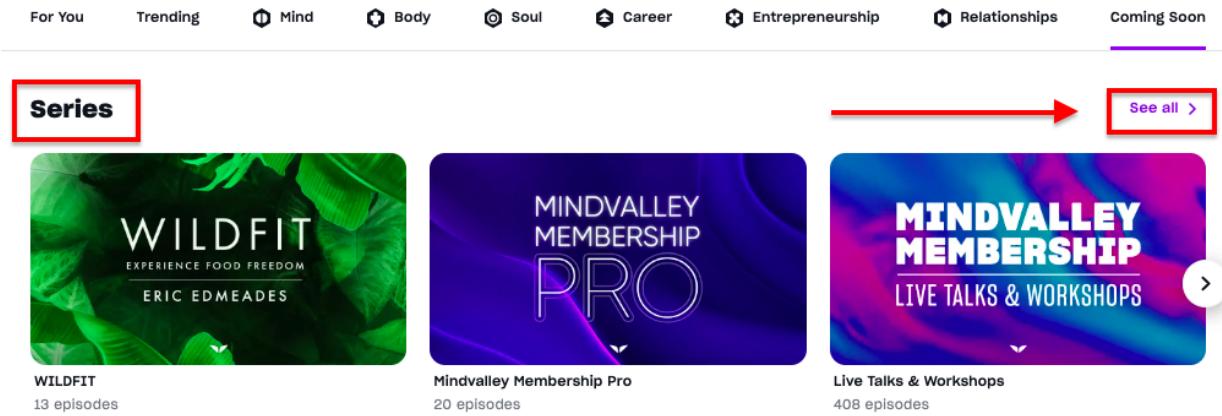
- *Holobody Certification program*
- *Hero. Genius. Legend by Robin Sharma* has been discontinued on Mindvalley, for more details please [click here](#).

You'll find your Quests under the "**Programs**" tab and these programs are organised into categories as shown below under **Mind, Body, Soul, Career, Entrepreneurship, Relationship** and **Coming Soon**. You can choose your preferred category and the page will direct you to the selected section with all the programs in that category.

The screenshot shows the Mindvalley homepage with the "Programs" tab highlighted with a red box. A dropdown menu titled "Browse by language" is open, listing "English (EN)" at the top, followed by "Русский (RU)", "Italiano (IT)", "Español (ES)", "Português (PT)", "Deutsch (DE)", "Français (FR)", and "中文 (ZH)". Three program cards are visible: "Creative Visualization" by Lisa Nichols, "Breathwork for Life" by Niraj Nalik, and "Mystic Brain" by Dawson Church. Red arrows point from the text in the first two sections to the "Programs" tab and the language dropdown respectively.

Where can I find the Live Calls Recordings?

Live call recordings, can be found under the "**Program**" tab in the "**Series**" section once you scroll down the page. Within this section, click "**See all**" to see all of the programs in this category, as shown below.



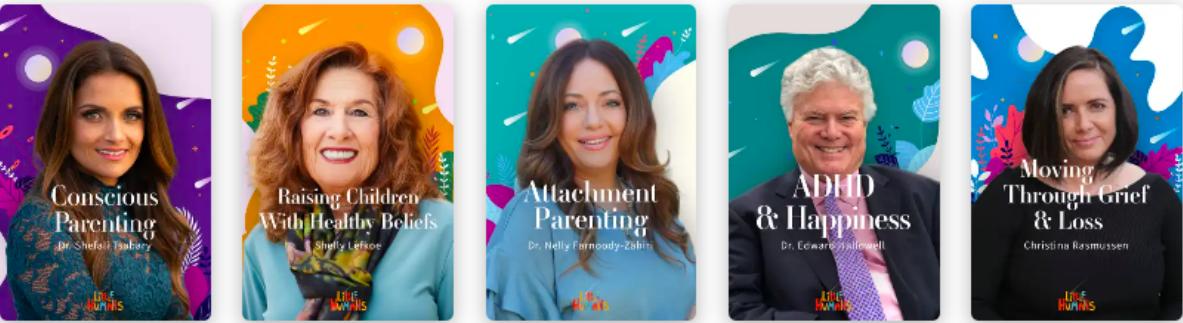
It will direct you to another page to view all your programs under "**Series**".

If you've missed a live call, don't worry because you'll still be able to catch the recording. **All live calls are recorded and uploaded at least 7 days after the**

call. You can find these recordings in the individual programs under **Resources** as well.

Under the "**Series**" section, you will also find **Live Talks & Workshops** and other programs such as **Little Humans**, **Mindvalley Mentoring**, **Zenward** and **Soulvana** etc

 **Little Humans**
[Show all episodes >](#)



 **Live Talks & Workshops**
[Show all episodes >](#)



Secrets To Creating Passive Income with Jaspreet Singh
with Vishen

Jaspreet Singh, also known as the Minority Mindset on YouTube, is a licensed attorney and CEO of Market Briefs. Although he didn't...

The benefit of CONSCIOUSNESS when Trying to Heal from Emotional Trauma
with Kristina Mand-Lakhiani

If you are codependent, you do not know it. You fawn, people-please, and do all you can to avoid becoming a burden in an effort to...

Identify Attract and Close your Ideal Clients
with Jason Campbell

Some people just seem to have quick success and become instantly magnetic, while most struggle and find it difficult to ge...

If you're not a subscriber yet, Don't miss out on this great collection and make your purchase for Mindvalley Membership below.

If you wish to upgrade from the Mindvalley Membership to the Mindvalley Membership Pro, click the button below.

If you wish to discontinue after your subscription, you get a **15-day money-back guarantee** with your subscription (free trial memberships do not apply) simply follow this [**self refund guide**](#) to refund your subscription in full. You will lose access to all Quests acquired through your membership.