

I attended the virtual Unleash The Powers Within (UPW) from March 21 - March 24, 2024.

Towards the end of day three, March 23, 2024, Tony offered an event-only offer called the Ultimate Mastery Bundle that had a value of over \$40,000... but... if you ACT NOW before the event is over on March 24, 2024, you can get this bundle for about \$14,000.

Tony spent quite a bit of time going over the 100% money-back guarantee.

He went on and on about how you have no risk and if you change your mind, you can get 100% of your money back.

Since I did not want to spend over \$40,000, on the final day March 24, 2024, I decided to at least put a deposit down of \$1,995 with the understanding that I could get 100% of my money back if I decided to change my mind before the event.

Then, it turns out that they extended this fantastic offer for another day, then another, and the next week-ish, this "event only" offer was still valid and still being offered post-event.

After I paid my deposit, I did not receive any receipt of my purchase, nor did I receive an invoice, nor did I receive the hidden contract terms that were either negligently or intentionally omitted.

I feel as if I was intentionally deceived and after I contacted the Tony Robbins team to request a full refund, I feel as if they are continuing to deceive me to get more money out of me with another false promise of a full refund.

Apparently and allegedly, in the small fine print that was not given to me until I asked for a refund, the terms allegedly say that I can only get a full refund within 72 hours of payment.

I asked the team on the phone and text over a dozen times to please give me a refund of my \$1,995 deposit.

They said that, since I did not request a refund within the 72-hour window, the only way to get a refund is to attend half of the next seminar, and then on day two during the meal break, is the only time I can actually get a full refund.

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Instead of giving me a full refund for my deposit, they want me to send them \$2,500 more dollars, attend half of the next event, and then ask for a refund.

Since I was negligently or intentionally deceived into putting down a \$1,995 deposit, I do not believe for one second that they will refund my \$1,995 deposit plus the \$2,500 after attending half of the next seminar.

I'm not sure why Tony failed to mention this 72-hour cancellation policy while he was explaining the mid-event refund.

I did not have a genuine meeting of the mind with Tony over this material term hidden from me until I went to ask for a refund.

Since I was not provided with the contract at the time of checkout, nor after checkout, nor between the 72-hour window, I believe Tony should refund my \$1,995 deposit without me having to give him \$2,500 dollar plus attending half of the next event to ask for a refund in a specific way at a specific time.

I believe they're attempting to get me to change my mind about getting a refund by attending half of the event.

I believe they're attempting to make it so hard to get a refund that they're setting me up to fail to get a refund.

We did not have a genuine meeting of the minds of this material term of the contract.

During UPW, I joined a room to discuss billing terms and there were over 300 people waiting in line to talk to one person dealing with all billing questions. This number kept growing. Then they were supposed to send me to another room specifically for the billing question I had, and I was supposed to be pulled out of the seminar to talk to billing when it was my turn. I gave my email address and name several times to talk to billing. Either negligently or intentionally, billing never attempted to contact me about my billing questions, nor did billing ever attempt to follow up with me during the event or after the event.

With this experience of having a massive amount of people attempting to talk to billing and their failure to contact me during or after the event, I believe this is exactly what's going to happen if I were to attempt to get a refund via their Satisfaction Guarantee.

They negligently or intentionally failed to verbally inform anyone at the seminar of their 72-hour refund guarantee.

They negligently or intentionally failed to provide me with the contract before, during, and after the checkout process for my \$1,995 deposit which allegedly explains their 72-hour refund policy.

I believe they're currently sending me on a fool's errand where I give them \$2,500 more dollars where I then have to fully attend two full days where I have to go through approximately 24 hours of seminar (12 ish hours per day), where they are going to put me in a room full of hundreds of people waiting in line to talk to billing, in which I doubt I will ever get a chance to talk to billing -- like they failed to let me talk to billing during UPW.

I'm seeing some strange language in their contract that appears to require a very specific process for asking for a Satisfaction refund, where I believe they're setting me up to fail in which they can take \$2,500 from me while also keeping my \$1,995 deposit.

Instead of them keeping my \$1,995 deposit, I believe they're attempting to take an additional \$2,500 more from me to keep a total of \$4,495... with zero intention of issuing any sort of refund.