



Return & Cancellation

PR Blocks, Inc. Refund & Cancellation Policy

Effective Date: October 1, 2025

At PR Blocks, Inc., we strive to provide exceptional service to our members and families. We understand that plans change, and we've designed this policy to be fair, transparent, and compliant with Florida law.

Memberships

Your Cancellation Rights

3-Day Right to Cancel: You have the right to cancel any membership contract within 3 business days (excluding weekends and holidays) of signing and receive a full refund of all money paid, minus only a prorated amount for any services actually used during those days. To exercise this right, simply provide written notice (email, mail, or in-person) to PR Blocks, Inc. within the 3-day period. Your refund will be processed within 30 days.

Monthly Memberships

- **Cancellation:** You may cancel your monthly membership at any time by submitting your cancellation request through any of the following methods:
 - Online through your member portal
 - Email to returns@prblocks.com
 - Mail to PR Blocks, Inc., St. Augustine, FL 32095
- **Notice Period:** We require 7 days' notice before your desired cancellation date.
- **Refunds:** You will receive a prorated refund for any unused full days remaining in your current billing month. Your membership will remain active through the end of your notice



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period.

- **Processing Time:** Refunds will be processed to your original payment method (or by check at the discretion of PR Blocks, Inc.) within 7-10 business days of your cancellation date.

Annual Memberships

- **Cancellation:** You may cancel your annual membership at any time using the same methods listed above for monthly memberships.
- **Notice Period:** We require 7 days' notice before your desired cancellation date.
- **Refunds:** You will receive a prorated refund calculated by dividing your total contract price by 52 weeks, then multiplying by the number of full weeks remaining in your contract term.
- **Processing Time:** Refunds will be processed to your original payment method (or by check at the discretion of PR Blocks, Inc.) within 7-10 business days of your cancellation date.

IMPORTANT NOTICE FOR ANNUAL MEMBERSHIPS

SHOULD YOU (THE BUYER) CHOOSE TO PAY FOR MORE THAN 1 MONTH OF THIS AGREEMENT IN ADVANCE, BE AWARE THAT YOU ARE PAYING FOR FUTURE SERVICES AND MAY BE RISKING LOSS OF YOUR MONEY IN THE EVENT THIS HEALTH STUDIO AND/OR THIS BUSINESS LOCATION CEASES TO OPERATE. THIS HEALTH STUDIO IS NOT REQUIRED BY FLORIDA LAW TO PROVIDE ANY SECURITY, AND THERE MAY NOT BE OTHER PROTECTIONS PROVIDED TO YOU SHOULD YOU CHOOSE TO PAY IN ADVANCE.

Membership Freeze Option

Life happens! You may freeze your membership for 30, 60, or 90 days due to vacation, injury, or other circumstances. Contact us to arrange a membership freeze. Each membership may be frozen once per 12-month period at no charge.



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Special Cancellation Circumstances

Death or Disability: If you or your child becomes physically unable to participate in a substantial portion of the services you've been using, or in the event of death, you may cancel your membership and receive a prorated refund for the unused portion of your contract term. We will calculate the refund by dividing your contract price by the number of weeks in your contract term and multiplying by the number of weeks remaining. To request cancellation under this provision, please provide:

- For disability: A written certification from a physician licensed in Florida (under Chapter 458, 459, 460, or 461)
- For death: A copy of the death certificate

Refunds will be processed within 30 days of receiving proper documentation.

Facility Closure or Relocation: If our facility closes permanently or relocates more than 5 driving miles from our current location (and we fail to provide a facility of equal quality within 5 driving miles within 30 days), you may cancel your membership and receive a prorated refund for the unused portion. The refund will be calculated by dividing your contract price by the number of weeks in your contract term and multiplying by the number of weeks remaining. Refunds will be processed within 30 days.

Note: Our facility is not considered "out of business" when temporarily closed for repairs, renovations, or maintenance for up to 7 consecutive days (maximum of two 7-day periods per year), or upon sale of the business for up to 14 consecutive days.

Membership Transfers

Memberships may be transferred to an immediate family member at no charge. Contact us to process a membership transfer.

Programs (Camps, Clinics, Courses, and Club Seasons)

All program fees are due in advance of the program start date.

Cancellation & Refund Schedule



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- **14+ days before start date:** Full refund (100%)
- **7-13 days before start date:** 75% refund
- **3-6 days before start date:** 50% refund
- **0-2 days before start date or after program begins:** No refund; however, you may receive a credit equal to 50% of your payment to use toward a future program within 12 months

Special Circumstances for Programs

Medical Emergencies or Injury: If your child becomes unable to participate due to illness or injury after a program has begun, we will work with you on a case-by-case basis. With a physician's note, you may receive:

- A prorated credit (not refund) for the unused portion of the program, which can be applied to any future program within 12 months
- The option to transfer your registration to another family member

Weather or Facility Closures: Weather happens in Florida! If we must cancel or reschedule sessions due to weather, facility issues, or other circumstances beyond anyone's control, these sessions will be rescheduled when possible at no additional charge. However, if more than 25% of scheduled program sessions are cancelled and cannot be rescheduled within a reasonable timeframe, you will receive a prorated refund for the missed sessions that were not made up.

Merchandise

Apparel

We want you to love your PR Blocks gear! We accept returns of unworn, unwashed apparel with all original tags attached.

- **Return Window:** 14 days from purchase date
- **Return Method:** Bring items to our facility or mail to PR Blocks, Inc., St. Augustine, FL 32095
- **Refund Processing:** Refunds will be issued to your original payment method (or by check at the discretion of PR Blocks, Inc.) within 7-10 business days of receiving and inspecting the returned items
- **Shipping Costs:** Customer is responsible for return shipping costs (for mailed returns)



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- **Exchanges:** We're happy to exchange items for different sizes or colors at no charge

Other Merchandise (Water bottles, stickers, accessories, etc.)

All sales are final on non-apparel merchandise. These items cannot be returned or refunded.

General Policy Information

Contact Information

For all refund requests, questions, or concerns, please contact us:

- **Email:** returns@prblocks.com
- **Phone:** 904-323-0524
- **Mail:** PR Blocks, Inc., St. Augustine, FL 32095
- **Online:** prblocks.com

Refund Processing

All approved refunds will be processed to your original payment method (or by check at the discretion of PR Blocks, Inc.) within 7-10 business days of approval.

Rules and Regulations

All members will receive a copy of our facility rules upon signing their membership contract. These rules are also available on our website and at our facility.

Policy Changes

PR Blocks, Inc. reserves the right to update this refund and cancellation policy at any time. Any changes will be posted on our website at least 30 days before taking effect. Changes will not affect existing contracts unless required by law.

Questions or Disputes



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If you have concerns about your membership, program, or this policy, please contact us first so we can work together to find a solution. We value every member of the PR Blocks family and want to ensure your satisfaction.

This policy complies with Florida Statutes Chapter 501.016 and 501.017 regarding health studio services.

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