



## **IMHO Reviews Mindvalley Negative Customer Feedback Explained**

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IMHO Reviews released an article discussing negative reviews of a popular personal development platform, Mindvalley.

"Humans have a negativity bias. We pay more attention to bad news because it could mean we're in danger. So, naturally, negative reviews will catch our eye more than positive ones," says Vitaliy Lano, a self-improvement enthusiast and IMHO Reviews founder who has been a Mindvalley member for two years. He chuckles before continuing, "But don't get me wrong, I love Mindvalley. I believe with a certain shift in the brain, people can change and make their lives better. Would I want Mindvalley to be more affordable? Absolutely. But let me ask you, if you are losing more than \$500 per month by not being a better version of yourself, isn't it time for a change?"

In the article, Vitaliy shares his experience with Mindvalley and breaks down the negative reviews he has come across. He hopes to provide a useful guide for those who are considering joining Mindvalley. One of

the top complaints discussed by IMHO Reviews is Mindvalley's refund policy. According to the article, Mindvalley has a 15-day refund eligibility that starts from the day a person pays for the course, not from the moment they start taking the course. Vitaliy also mentions that all the complaints about refunds that were submitted to the Better Business Bureau (BBB), were resolved by the Mindvalley team.

Another issue that the article talks about is the auto-charge process. Mindvalley monthly membership costs \$100 per month, and if a person doesn't cancel their subscription before the payment due date, they will be charged for the next month. The same applies to an annual membership which will be renewed automatically after the first year unless canceled before. Mindvalley states that no refunds will be issued for recurring payments.

The lack of customer service is another popular complaint. Members expect a response within 24 hours at the most, but the messages sent through WhatsApp or live support may take up to five days to get replied to. Vitaliy shares his own experience contacting customer support and says that he never had to wait more than a few hours for a reply.

Vitaliy was surprised to learn that the price wasn't a major issue among Mindvalley members. He notes that people understand the power of soft skills and are willing to pay for self-improvement. The quality of courses was also praised by most members even those who complained about other issues.

IMHO Reviews article says that after the latest update, the Mindvalley app has seen a lot of improvement, but a few key features are still missing, such as offline listening and the ability to put the phone to sleep mode while listening to lessons.

Overall, the article acknowledges that Mindvalley has customer support issues that need to be addressed, but the IMHO Reviews team believes that the quality of content and usability of the app outweigh the cons. They hope that the breakdown of negative reviews will help new students avoid mistakes.

"Mindvalley is not perfect, nothing is after all, and there are some negative aspects to consider before signing up. However, my own experience has been overwhelmingly positive, and I believe that Mindvalley can be a life-changing experience for those who are ready to commit to their personal growth. If you are unsure, take some time to think about it, and if you are ready to take the next step give Mindvalley a try," encourages Vitaliy.

For more information about Mindvalley's negative reviews, read IMHO Reviews' latest article

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For more information about IMHO Reviews, contact the company here:IMHO ReviewsVitaliy  
Lano17866647666vitaliy.imhoreviews@gmail.com19051 Biscayne blvd, Aventura, Fl 33160

## **IMHO Reviews**

*IMHO Reviews helps people better understand the services they are planning to use. IMHO Reviews publishes reviews of the services that they personally use and consider worth recommending.*

Website: <https://imhoreviews.com>

Email: [vitaliy.imhoreviews@gmail.com](mailto:vitaliy.imhoreviews@gmail.com)

Phone: 17866647666



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