

# Refund Policy

**Effective Date:** 30-07-2024

At 29kreativ academy, we strive to provide high-quality training and services. However, we understand that there may be circumstances where you need to request a refund. Our refund policy is designed to be fair and transparent.

## 1. Refund Eligibility

**1.1 7-Day Refund Window:** You are eligible to request a refund within 7 days of the start date of your course. After this period, no refunds will be issued.

## 2. Refund Process

**2.1 Requesting a Refund:** To request a refund, please contact our support team at [Email Address] within the 7-day refund window. Include your name, course name, enrollment date, and the reason for your refund request.

**2.2 Review and Approval:** Once we receive your refund request, our team will review it and determine eligibility. We may contact you for additional information if needed.

**2.3 Refund Issuance:** If your refund request is approved, the refund will be processed within 14 business days. Refunds will be issued using the same method of payment you used for the original transaction.

## 3. Non-Refundable Items

**3.1 Digital Products:** Any digital products, including downloadable materials and resources, are non-refundable once accessed or downloaded.

**3.2 Promotional Discounts:** Refunds for courses purchased at a promotional discount will be issued based on the discounted price.

## 4. Exceptions

**4.1 Extenuating Circumstances:** In certain cases, we may consider refund requests outside the 7-day window due to extenuating circumstances. Please contact us to discuss your situation.

**4.2 Course Cancellation:** If a course is canceled by 29kreativ academy, you will be eligible for a full refund regardless of the 7-day window.

## 5. Contact Us

For any questions or concerns about our refund policy, please contact us at:

29kreativ academy

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By enrolling in our courses, you acknowledge that you have read and understood this Refund Policy and agree to its terms.

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