

Refund Policy

Last updated: August 2024

1. Refund Eligibility

1.1. Refunds for subscription fees are generally not available. However, refunds may be considered under exceptional circumstances as determined by Kudos Kids & Co.

1.2. Refunds will be processed using the original method of payment and may take up to 30 days to be issued after approval.

2. Exceptional Circumstances

2.1. Requests for refunds under exceptional circumstances must be submitted in writing to our customer support team at admin@kudoskidsandco.com.

2.2. Examples of exceptional circumstances may include billing errors, service interruptions, or other issues that significantly impact the usability of the Kudos Platform.

2.3. Each refund request will be reviewed on a case-by-case basis. Kudos Kids & Co reserves the right to approve or deny any refund request.

3. Refund Process

3.1. To initiate a refund request, please contact our customer support team with the following information: School name, subscription details, and a description of the reason for the refund request.

3.2. Once a refund request is received, Kudos Kids & Co will acknowledge receipt and begin the review process.

3.3. The school will be notified of the outcome of the review process within 15 business days from the date the refund request was received.

4. Partial Refunds

4.1. If a refund request is approved, Kudos Kids & Co may issue a full or partial refund depending on the nature of the request and the remaining subscription period.

4.2. Partial refunds will be calculated based on the remaining time in the current Subscription Period at the time the refund request was made.

5. **Contact Information** For any questions or concerns regarding our Refund Policy or to initiate a refund request, please contact our customer support team at admin@kudoskidsandco.com.

By subscribing to our services, you acknowledge that you have read, understood, and agreed to abide by the terms and conditions outlined in this Refund Policy.