

Career365 Course Refund Policy

Overview:

At Strategic Leadership, we are committed to providing a high-quality learning experience. However, we understand that circumstances may arise where a refund is necessary. This policy outlines the conditions under which refunds will be granted and the process for requesting a refund.

1. Eligibility for Refunds:

Refunds are available under the following conditions:

- **Within 5 Days of Purchase:** Full refunds are available if the request is made within 14 days of the initial purchase date and less than 20% of the course has been completed.
- **Technical Issues:** If you experience technical issues that prevent you from accessing or completing the course and we are unable to resolve these issues within a reasonable time frame.
- **Course Content Not as Described:** If you find that the course content significantly differs from what was described in our promotional materials.

2. Non-Refundable Conditions:

Refunds will not be granted in the following scenarios:

- **Partial Course Completion:** If more than 20% of the course has been completed.
- **Change of Mind:** If you decide you no longer wish to take the course for personal reasons not related to the course quality or technical issues.
- **Missed Deadlines:** Refunds will not be granted for missing course deadlines or personal scheduling conflicts.

3. Refund Process:

To request a refund, please follow these steps:

- **Submit a Refund Request:** Email your refund request to strategicleadership@vett.com with the subject line "Refund Request - [Your Full Name]." Include your purchase receipt, the reason for the refund request, and any relevant details or evidence.

- Review Process: Our team will review your request and respond within 5-7 business days. During this time, we may contact you for additional information if necessary.
- Refund Approval: If your request meets the eligibility criteria, we will process your refund. You will receive a confirmation email, and the refund will be issued to your original method of payment within 10 business days of approval.

4. Partial Refunds:

In some cases, partial refunds may be granted at our discretion, particularly if a significant portion of the course has already been completed but extenuating circumstances exist.

5. Contact Us:

If you have any questions about this refund policy or need assistance with your refund request, please contact our support team at strategicleadership@vett.com.

6. Policy Updates:

Career365 reserves the right to update or modify this refund policy at any time. Any changes will be posted on our website and will apply to purchases made after the date of the update.

We strive to ensure that our participants are satisfied with their learning experience. If you have any concerns or feedback about the course, please do not hesitate to reach out to us.

Thank you for choosing Career365!