

# Return & Cancellation Policy

Effective date: 8 June 2026 | Last updated: 8 June 2026

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This policy explains how returns and cancellations are handled at Olevels.Com School (“the School”, “we”, “us”). Because we provide educational services rather than physical products, the terms below apply in place of a traditional product-return policy.

## 1. Nature of Our Services

Olevels.Com School provides educational and academic services, including course access and examination support. As these are services and not physical goods, **no physical return is possible or applicable.**

## 2. Cancellation by the Student

Once enrolment is confirmed and payment has been made, the enrolment **cannot be cancelled for a refund.** A student may choose to discontinue at any time; however, any fees already paid remain non-refundable, in line with our Refund Policy.

## 3. Cancellation by the School

If the School is unable to provide a paid service for reasons within its control, the affected amount will be refunded to the original payment method. The School is not liable for circumstances beyond its reasonable control.

#### **4. Duplicate or Erroneous Transactions**

Where a payment was made in duplicate or charged in error, the cancellation and refund of that specific transaction will be handled in accordance with our Refund Policy.

#### **5. How to Request a Cancellation**

All cancellation requests must be submitted in writing within **7 days** of the transaction, along with proof of payment and the reason for the request. Requests are reviewed on a case-by-case basis under the terms above.

#### **6. Changes to This Policy**

The School may update this policy from time to time. The version published on this page applies to all transactions made while it is in effect.

For any cancellation or payment query, please contact us directly so we can resolve the matter promptly.

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