

REFUND POLICY

Effective date: April 16, 2020

You have the right to cancel your agreement with Credexa Commerce LP ("us", "we", "our" or the "Company") at any time within 14 days of the commencement of the Online Course or purchase the Book. You will receive a full refund of any payments you have made.

REFUNDS ON ONLINE CONTENT

If you choose an Online Course that is due to commence within 14 days of purchase and then wish to cancel after your Online Course has started, you will be required to pay for any part of your Online Course that has taken place before you give notice of cancellation. This amount will be calculated by the Company on a pro-rata basis.

This cancellation right is provided to you in line with the Consumer Rights Directive (2011/83/EU) but applies regardless of whether you are a buyer located in the EU, acting as a consumer and not for business purposes.

If you cancel your registration in an Online Course at any time after the expiry of the 14-day period, you will not be entitled to a refund, except in exceptional circumstances, at the discretion of the Company. If a refund is granted to you, an administration fee may be charged.

REFUNDS ON DOWNLOADABLE (DELIVERED) BOOKS (DLB)

DLB purchased from the Company's store is refundable within fourteen days of purchase, so long as the DLB has not been consumed, modified, or transferred. Please note that in some cases, the Company will be unable to give refunds for some third party DLB. These exceptions will be clearly marked as nonrefundable on the purchase page.

The Company reserves the right to cancel the Online Course or ordered Book by giving you notice in writing (including by email) at any time before the Course is due to start or downloading (delivering) the Book. The Company will refund all fees paid by you and if possible, will endeavour to offer a transfer to another course as an alternative, subject to payment or refund of any difference in the purchase price.

The Company liability when it cancels an Online Course or the Book order will be limited to a refund of the Fee or any other charges paid for the canceled Online Course or Book order. For partial cancellation of an Online Course, such refunds will be made on a proportionate basis. All dates are subject to change; however, a notice of such change will be given, and refunds will not be issued for any rescheduled class.

The Online Course or Book descriptions are intended to indicate only the general nature of the course and does not guarantee the content. The Company reserves the right to amend the course and alter details at its discretion.

If the Book does not perform as described, you may return it for a refund at any time.

Before a refund will be granted, you shall remove access to the downloaded Book or return the Book to the Company, and after that, your money will be returned.

Refunds will not be granted in situations of purchase abuse.

You will be issued a refund of your purchase within a week of approval. You will receive the refund through the same payment method you used to make the purchase

To submit the refund please inform us in writing, either by email to the credexa@gmail.com