



Sorinteq Academy Limited: Training Course Learners Refund Statement

Refund Policy Overview:

At Sorinteq Academy Limited, we are committed to providing high-quality training courses and ensuring the satisfaction of our learners. This refund policy outlines the conditions under which refunds may be granted to learners who have registered for our training programs.

Refund Eligibility:

1. **Course Cancellation by Sorinteq Academy Limited.** In the rare event that a course is cancelled by Sorinteq Academy Limited, registered learners will be entitled to a full refund of the course fees.
2. **Learner Withdrawal Before Course Commencement:**
 - **Full Refund:** Learners who withdraw from a course before the scheduled commencement date may be eligible for a full refund of the course fees.
 - **Partial Refund:** If a learner withdraws after the course has started but within a specified period, a partial refund may be considered based on the elapsed duration and content covered.
3. **Unsatisfactory Course Experience:**
 - **Full Refund:** In exceptional cases where a learner can demonstrate that the course did not meet their expectations despite their active participation, a full refund may be considered. The learner must provide specific details about their concerns, and the decision will be made on a case-by-case basis.
4. **Technical Issues or Course Inaccessibility:**
 - **Full Refund:** If a learner encounters persistent technical issues or is unable to access the course content due to reasons beyond their control, a full refund may be considered. The learner must promptly report such issues to 0333 006 3248 for assessment.

Refund Process:

1. Request Submission: Learners seeking a refund must submit a written request to [Contact Information], providing details of the reasons for the refund and any supporting documentation.
2. Refund Review and Decision: The refund request will be reviewed promptly, and a decision will be communicated to the learner within a reasonable timeframe. Each request will be assessed on its merits and in accordance with this refund policy.
3. Refund Disbursement: Approved refunds will be processed through the original payment method used during registration. Refunds will be disbursed within [Specify Number of Days] business days from the date of the refund approval.

Note:

- Sorinteq Academy Limited reserves the right to update or modify this refund policy as needed. Any changes will be communicated to learners in a timely manner.
- This refund policy is not applicable to learners who have violated the terms and conditions of the course or engaged in academic dishonesty.

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