

# Return and Refund Policy for Innovative Learning Press

At Innovative Learning Press, we are committed to providing high-quality educational resources and services. Due to the nature of our offerings, including consumable curriculum materials and ongoing classes, we have specific guidelines for returns, refunds, and cancellations. Please review this policy carefully to understand your options.

## 1. Curriculum Materials

- **Non-Returnable Items:** Due to the consumable nature of our curriculum (e.g., workbooks, digital access codes, or materials designed for single-use), these items cannot be returned for a refund or exchange once purchased or accessed. This policy ensures the integrity and exclusivity of our educational content.
- **Exceptions:** If you receive damaged or defective curriculum materials, please contact Customer Support within **7 days** of receipt for a replacement, provided that the original package is unopened.

## 2. Class Enrollments and Monthly Billing

- **Billing System:** Our classes operate on a monthly billing cycle. Tuition is charged at the beginning of each month for the upcoming period.
- **Cancellation Policy:** You may cancel your enrollment at any time, provided notice is given at least **five (5) days** before the start of the next billing month. Cancellations received after this deadline will result in billing for the upcoming month, with no prorated refunds.
- **Process:** To cancel, contact Customer Support via email at [admin@innovativepress.org](mailto:admin@innovativepress.org). Upon cancellation, access to classes and associated materials will cease at the end of the current paid month.
- **Refunds for Monthly Payments:** Refunds are not available for partial months or unused portions of a month once billing has occurred. If a class is canceled by Innovative Learning Press, a full refund for the affected period will be issued.

## 3. Tuition Paid in Full

- **Advance Payment Policy:** For customers who opt to pay tuition in full (e.g., for a semester or annual term), refunds are available only under specific conditions.
- **Refund Eligibility:** Full tuition payments are non-refundable if you withdraw or drop the class after **October 1st** of the enrollment year. Withdrawals prior to this date may be eligible for a prorated refund, minus any administrative fees.
- **Calculation:** Prorated refunds, if applicable, will be based on the number of completed sessions, at the discretion of Innovative Learning Press.
- **Exceptions:** Refunds may be considered for extenuating circumstances (e.g., medical emergencies) on a case-by-case basis, with supporting documentation required.