



## 24 Trainings Refund Policy

At 24 Trainings, we prioritize your satisfaction and success. We understand that sometimes plans change, and we strive to offer a fair and transparent refund policy for all our learners.

### 1. Eligibility for Refund

You may be eligible for a refund if:

- You request a refund within **7 calendar days** of your course purchase, **and**
- You have completed **less than 10%** of the course content.

### 2. How to Request a Refund

To request a refund, please email us at [hello@24trainings.com](mailto:hello@24trainings.com) with:

- Your full name
- Course name
- Reason for the refund request
- Proof of purchase (confirmation email or invoice)

Refunds will be processed to the original payment method within **7–10 business days** after approval.

### 3. Non-Refundable Scenarios

Refunds will not be granted if:

- The refund request is made **after 7 days** of purchase.
- More than **10% of the course** has been accessed or completed.
- You have already received a **certificate of completion**.

- You purchased the course via a **third-party or promotional bundle** (check partner site for their policy).

#### **4. Cancellations by 24 Trainings**

If a course is canceled by 24 Trainings due to unforeseen circumstances, a **full refund** will be issued, or you may choose to enroll in another course of equal value at no additional cost.

#### **5. Questions?**

We're here to help. For support or further clarification, please contact our team at [hello@24trainings.com](mailto:hello@24trainings.com).

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#### **Your growth is our priority.**

We believe in quality, clarity, and commitment—and that includes how we handle refunds.