



HILLS 2 OCEAN DRIVER TRAINING

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REFUND POLICY for Digital Programs

Last updated: 24 September 2025

We want you to feel confident when you purchase from Hills 2 Ocean Driver Training (“we”, “our”). Because our offerings are digital (courses, modules, downloads, webinars/replays), access is granted immediately.

1) Digital products—All sales final

- Due to the nature of digital content, all sales are final and non-refundable once access is provided.
- This applies to course bundles, single modules (including the \$47 Founding Member offer), workbooks, templates, and webinar replays.

2) Australian Consumer Law (ACL)

Nothing in this policy limits your rights under the Australian Consumer Law. If a product is misdescribed or not provided as promised, you may be entitled to a remedy. We will work with you quickly to resolve legitimate issues.

3) Exceptions we'll consider

At our discretion, we may issue a refund or credit when:

- Duplicate purchase/charges occurred, or
- You experienced technical issues that prevented access, and our support team could not resolve them within a reasonable time.

4) Payment plans & failed payments

- If you select a payment plan, you agree to complete all instalments.
- Failed payments may result in suspension of access until the account is brought up to date.

5) Chargebacks

If you open a payment dispute/chargeback without contacting us first, your course access may be paused while we respond. We're friendly—please email us so we can help.

6) How to request help

Email deb@drivertrainingh2o.com with:

- Name and email used at checkout
- Order number and purchase date
- A short description of the issue (screenshots help)

We aim to reply within 2 business days.