

Refund Policy of Eo Academy

This Refund Policy ("Policy") applies to the following purchases: course purchases

1. General

- (a) We offer refunds, in accordance with the *Australian Consumer Law* and on the terms set out in this Refund Policy ("Policy").
- (b) Any benefits set out in this Policy may apply in addition to consumer's rights under the *Australian Consumer Law*.
- (c) Before making a purchase, please read this Policy so that you can understand your rights and what you can expect from us if you are not satisfied with your order.

2. Australian Consumer Law

- (a) Under the *Australian Consumer Law*:
 - (i) *Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled*
 - (A) *to cancel your service contract with us; and*
 - (B) *to a refund for the unused portion, or to compensation for its reduced value.*
 - (ii) *You are also entitled to choose a refund or replacement for major failures with goods if that what this policy involves. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.*
- (b) We offer refunds, in accordance with the *Australian Consumer Law*.
- (c) The *Australian Consumer Law* provides a set of Consumer Guarantees which protect consumers when they buy products and services.
- (d) If the *Australian Consumer Law* applies, then we cannot avoid the Consumer Guarantees which it provides. If there is an inconsistency between this Policy and the *Australian Consumer Law*, the *Australian Consumer Law* will prevail.
- (e) Further information about the *Australian Consumer Law* and these Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission*.
- (f) If a product or service which you purchased from us has a major failure (as defined in the *Australian Consumer Law*) then you may be entitled to a replacement or refund.

3. Cancellation and Change of Mind (10 Day Colling Off)

- (a) In the event that you receive the products or services you have purchased, as stated, but that you simply change your mind, we may, at our discretion, offer you a refund or exchange, provided that:
 - (i) You notify us within 10 days of receipt
 - (ii) You have not used the product or service to a capacity of 25%
 - (iii) In the case of services, the services have not already been performed
 - (iv) The following conditions are satisfied:
 - A change in circumstances deemed valid

4. **Exceptions**

- (a) Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service purchased by you if:
 - (i) You misused the said product in a way which caused the problem
 - (ii) You knew or were made aware of the problem(s) with the product or service before you purchased it
 - (iii) You asked for a service to be done in a certain manner, or you asked for alterations to a product, against our advice, or you were unclear about what you wanted
 - (iv) You have used the product or service to a capacity of 25% or more
 - (v) You have purchased the product or service in good faith and sought to find a product or service at a lower value after the fact
 - (vi) Any other exceptions that apply under the *Australian Consumer Law*.

5. **Response Time**

- (a) We aim to process any requests for refunds within 30 days of receipt.

6. **Contact Us**

- (a) If you wish to speak to us about this Policy or about any refund, repairs or replacements, please contact us at: admin@eoacademy.com.au.