

# Refund Agreement

## 1. Refund Policy

### (1) Refund

① Refunds can be made within 30 days after recharging, but refunds cannot be applied for after 30 days.

a. Customers can apply for a refund within 30 days after recharging, and the refund is only applicable to unused items.

b. If a refund is made after purchasing a course, it will be calculated according to the following formula: refund amount=actual purchase amount - number of courses used \* unit price of courses used

### (2) Course package refund

① Refunds can be made within 15 days after recharging the course package, and refunds cannot be applied for after 15 days.

a. Customers can apply for a full refund within 15 days after purchasing the course package, and the full refund is only applicable to unused course packages.

b. If a refund is initiated after using the course package for class, it will be calculated according to the following formula: refund amount=actual amount paid for purchasing the course package - number of courses used \* unit price of courses used

c. After receiving a refund request, the company will process the refund within 14 working days and refund the funds to the payment

path provided by the customer.

## **2. Conditions and limitations**

**a. All refund requests must be submitted within 15 days of purchase.**

**b. Courses purchased with coupons or discounts may have different terms and conditions, which have been explained at the time of purchase.**

**c. The company reserves the right to refuse any refund request that does not comply with this agreement.**

## **3. Accept the agreement**

**By purchasing any course package from the company, the customer expresses acceptance of this refund agreement. The customer agrees to the above terms and confirms that they have read and understood the conditions regarding the refund.**

## **4. Contact Information**

**If you have any questions or concerns regarding this refund agreement, please contact:**

**Iscat Carbonledger**

**E-mail: [support@iscatcarbon.world](mailto:support@iscatcarbon.world)**

**Phone: +1 518 909 1880**