

14-Day Refund Policy

Last updated: Oct 30, 2025

14-Day Money-Back Guarantee

If you are not satisfied with the purchased training or service, you are entitled to request a refund within 14 days from the date of purchase, with a justification and provided that the refund conditions are met.

The 14-day period starts from the day of purchase.

Conditions

A refund may be requested if the user:

- has not used a significant portion of the content (we generally consider significant use to be viewing or downloading more than ~10–20% of the materials)
- has not downloaded files or materials that constitute a substantial part of the course (if downloadable content exists)
- has not completed the core modules or a significant portion of the course
- has not abused the guarantee (for example, completing most of the program and then requesting a refund)
- requests the refund in good faith, due to genuine dissatisfaction

We reserve the right to determine whether the above conditions are met and whether significant use of the training materials has occurred.

The purpose of this guarantee is to protect users in the case of genuine dissatisfaction — not to allow abuse after completing the entire training.

How to Request a Refund

Email us at:

 innonix.technology@gmail.com

Your refund request must be submitted via email. Please include:

- your name
- the email address used for the purchase
- order number
- the statement “I request a refund”
- a short explanation of why you are requesting the refund

We will process your request within a maximum of 14 days, using the original payment method.

After Refund Approval

- the paid amount will be refunded to the original payment method
- your account and course access will be terminated
- access to all digital materials will be revoked
- you will no longer be eligible to access program content or community features (if applicable)

Refund processing typically takes 5–14 business days depending on the payment provider (e.g. Stripe).