

Right of Withdrawal for Digital Content

The buyer acknowledges that by being granted immediate access to the purchased digital content and online services, they may waive their 14-day right of withdrawal under the EU Consumer Rights Directive (2011/83/EU).

Nevertheless, as a voluntary, customer-friendly guarantee, the provider offers a 14-day refund option under the following conditions:

A purchase is refundable if:

- the buyer does not receive access to the service within 72 hours due to technical reasons, or
- the buyer has not substantially used the core part of the program, and
- the refund request is submitted within 14 days from the date of purchase

A purchase is not refundable if:

- the buyer has already used a significant portion of the training material,
 - the content has been downloaded / access has been fully used,
 - the request is submitted after the 14-day period,
 - there is an attempt to abuse the refund process.
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Submitting a Request

Refund requests can be submitted to:

 **innonix.technology@gmail.com**

Processing time: **5 business days**

Refund completion: **within 14 days**