

# No Refund and Cancellation Policy

## ProSafetyLicence

### 1. General Policy

By purchasing and enrolling in our training services, you acknowledge and agree to our **No Refund and No Cancellation Policy**. Due to the nature of our services, once training has begun or certification materials have been provided, the service is considered fully rendered and non-refundable.

### 2. Non-Refundable Services

All training sessions, instructional materials, and certification programs provided by our organization are classified as **intangible knowledge-based services**. These services are delivered digitally and involve personalized instruction, which cannot be undone or returned once initiated.

### 3. Acknowledgment of Non-Refundable Status

Upon registration and payment, customers are informed verbally and in writing that:

- **All sales are final.**
  - **Once training begins, refunds are not available.**
  - **Certifications, once issued, are non-reversible and non-transferable.**
- By proceeding with payment, customers acknowledge their understanding and acceptance of these terms.

### 4. Exceptions & Dispute Resolution

We strive to ensure customer satisfaction and will **review concerns on a case-by-case basis**, but refunds will not be granted for:

- Failure to attend the scheduled training.
- Disputes arising after the completion of training and issuance of certifications.
- Customer dissatisfaction with the outcome after full participation in the training.

If a customer believes there was an issue with service delivery, they must contact us **within 24 hours of their scheduled session** to discuss potential solutions.

### 5. Legal Compliance & Enforcement

This policy complies with The **Federal Trade Commission (FTC)** which allows businesses to enforce no-refund policies as long as they are clearly stated before purchase.

By proceeding with payment, the customer **waives their right** to chargebacks or disputes for reasons related to refund eligibility. All transactions are considered final upon service initiation.