

Payment and Refund Policy

1. Payment Terms

1.1. Payment Methods:

We accept payments via credit/debit cards, Paypal and bank transfers.

1.2. Subscription Plans:

We offer two subscription plans:

- Monthly Subscription
- 3-Month Subscription

1.3. Payment Schedule:

Payments must be made prior to the start or on the start date of each subscription period. Access to courses will not be granted until payment is received.

1.4. Statutory Cooling-Off Period:

Customers have a statutory cooling-off period of 14 days, starting from the date they submit the "Join Us" form. During this period, customers may cancel their subscription without any penalty and receive a full refund. If the customer begins using the service within this 14-day period, they agree to waive their right to the cooling-off period.

2. Subscription Renewal:

- Monthly, 3-Month and 6-Month Subscriptions will not automatically be renewed unless agreed upon by the customer. Customers will be notified via email or call prior to the end of their subscription.

2.1. Renewal Policy

Payment for the renewal period will be processed only if the customer agrees to renew their subscription using the payment method on file.

3. Cancellation Policy

3.1. Cancellation by Customer:

Customers may cancel their subscription up to 7 days before the start of the

course. If cancellation occurs within 7 days of the course start date, a penalty of €100 will apply. Additionally, if a customer cancels their subscription, they will not receive a refund for the current month. However, there will be no penalties or charges for the remaining months of the subscription period, and the subscription will end at the end of the current billing cycle.

3.2. Cancellation by Company:

We reserve the right to cancel a customer's subscription for reasons including, but not limited to, violation of our terms and conditions. In such cases, a prorated refund may be provided.

3.3. Lesson Cancellation and Rescheduling:

Customers may cancel a lesson up to 24 hours in advance of the scheduled lesson time. If canceled within this timeframe, customers have the right to reschedule the lesson to another available time slot. No refunds will be issued for lessons canceled less than 24 hours in advance, and rescheduling will not be permitted.

4. Refund Policy

4.1. Monthly Subscription Refunds:

Refunds for the Monthly Subscription are not available once the payment has been processed.

4.2. 3-Month Subscription Refunds:

Cancellations are only eligible for a full refund if the student cancels the subscription at least 24 hours before the start of the course. No refunds will be issued if the cancellation is made within 24 hours of the course start date or after the course has started.

4.3. Refund Process:

To request a refund, customers must contact our support team via info@ned-connect.com. Refunds will be processed within 14 business days of the request approval.

5. Chargebacks

5.1. Disputes:

If a customer disputes a charge (chargeback), we reserve the right to suspend the account until the dispute is resolved.

5.2. Resolution:

We encourage customers to contact us directly to resolve any payment issues before initiating a chargeback. Unauthorized chargebacks will be considered a breach of our payment policy.

6. Intellectual Property

All course materials and content on this website, including text, images, videos, and documents, are the exclusive intellectual property of NedConnect. Unauthorized use, reproduction, or distribution of this content is strictly prohibited. By using our services, you acknowledge that all intellectual property rights belong to NedConnect.

7. Changes to Payment and Refund Policy

We reserve the right to modify this Payment and Refund Policy at any time. Customers will be notified of any changes via email and our website. Continued use of our services after changes are made constitutes acceptance of the revised policy.

8. Contact Information

For any questions or concerns regarding this policy, please contact us at:

NedConnect

info@ned-connect.com

Kvk-nr: 91340632

Btw-nr: NL004883889B4