



REFUND POLICY

1. REFUND ELIGIBILITY

We offer refunds based on the following conditions:

- I. Cancellation of On-Site Training: You may request a refund if you cancel an on-site training session at least 14 days in advance of the scheduled date. A cancellation fee may apply.
- II. Consulting Services: Refunds for consulting services will be considered on a case-by-case basis. We will assess the refund eligibility depending on the specific circumstances of the engagement.

2. REFUND REQUEST PROCESS

To request a refund, please follow these steps:

- I. Send an email to refund@eddwisec.com with "Refund Request" in the subject line.
- II. In your email, provide the following information:
 - Your name and contact details.
 - The service you purchased (consulting or on-site training).
 - The date of the service.
 - The reason for your refund request.

3. REFUND REVIEW

We will review your refund request and respond within [Insert Number] business days. The decision to approve or deny your refund will be made based on the eligibility criteria outlined in this policy.

4. REFUND PROCESS

If your refund request is approved, we will process the refund within [Insert Number] business days. Refunds will be made using the same payment method used for the original purchase.

5. CANCELLATION FEE

In the case of canceled on-site training sessions, a cancellation fee may apply, depending on the timing of your cancellation. The specific fee structure will be provided to you upon request.

6. NO-SHOW POLICY

If you do not show up for a scheduled on-site training session without prior notice, you will not be eligible for a refund.

7. EXCEPTIONAL CIRCUMSTANCES

In exceptional circumstances, such as severe illness or other unavoidable situations, we may consider alternative solutions, including rescheduling services or providing credit for future services.