

# Refund & Cancellation Policy

**Last updated:** 27 January 2026

This Refund & Cancellation Policy applies to all services offered by Chess Architects Academy.

## 1. Trial Classes

If a trial class is offered, any applicable fee and refund terms will be communicated in advance.

## 2. Refund Eligibility

- Fees once paid are generally **non-refundable**.
- Refunds may be considered only if:
  - The Academy cancels a batch and cannot provide a suitable alternative, or
  - A refund is explicitly agreed in writing prior to payment.

## 3. Missed Classes

- Missed classes by the student are not eligible for refunds.
- Make-up classes may be offered at our discretion, subject to availability.

## 4. Subscription or Monthly Batches

- Cancellations must be communicated before the start of a new billing cycle.
- No partial refunds for ongoing months or partially attended batches.

## 5. Payment Processing

Refunds, if approved, will be processed via the original payment method and may take 7-14 business days depending on the payment provider.

## 6. Time Zone & Technical Issues

No refunds will be issued for missed classes due to incorrect time zone conversion, internet issues on the student's side, or device problems.

## 7. Policy Updates

We reserve the right to update this policy at any time. The latest version will be available on our website.

## 8. Contact

For refund-related questions, contact us via the details provided on our website.

*This document is provided for general informational purposes and does not constitute legal advice.*