

BlueRobins Refund Policy

Effective Date: 06/01/2025

1. Overview

This Refund Policy ("Policy") outlines the terms and conditions under which Clients may be eligible for a refund for services purchased through BlueRobins Inc. ("BlueRobins," "Bluerobins AI," "we," "us," or "our") platform (the "Service"). This Policy applies to both "Pay As You Go Services" and "Research or Passion Projects" (collectively "Packages").

Our goal is to provide a fair and transparent refund process. Please read this Policy carefully. By purchasing services through BlueRobins, you agree to this Refund Policy. This Policy is part of our overall Terms of Agreement.

2. Refund Policy for Pay As You Go Services

"Pay As You Go Services" refer to individual mentoring sessions or other services offered on an hourly, per-session, or similar non-packaged basis.

- **2.1. Client Cancellations More Than 24 Hours in Advance:** If a Client cancels a scheduled Pay As You Go service **more than 24 hours** before the scheduled start time, the Client is eligible for a refund of the amount paid for that service, **minus any non-refundable payment processing fees (e.g., PayPal fees, credit card processing fees) incurred by BlueRobins in the original transaction (see Section 5.1).**
- **2.2. Client Cancellations Less Than 24 Hours in Advance / Client No-Shows:** If a Client cancels a scheduled Pay As You Go service **less than 24 hours** before the scheduled start time, or if the Client fails to attend the scheduled service (a "No-Show"), the amount paid for that service will **not be refundable**. This will be treated as a Client No-Show.
- **2.3. Mentor No-Shows:** If a Mentor fails to attend a scheduled Pay As You Go service or cancels with very short notice preventing the session from occurring (a "Mentor No-Show"), the Client will receive a **full refund** for the amount paid for that specific service. In this instance, BlueRobins will absorb the payment processing fees. BlueRobins may also, at its discretion, offer assistance in rescheduling with another Mentor.

3. Refund Policy for Research or Passion Projects (Packages)

"Research or Passion Projects" (collectively referred to as "Packages") refer to structured programs or series of sessions with a defined start and end, such as an 8-week or 12-week program.

- **3.1. Client Cancellations Up to 1 Week Before Program Start:** If a Client cancels their enrollment in a Package **up to one (1) week (7 full days) before the officially scheduled program start date**, the Client is eligible for a refund of the Package price, **minus any non-refundable payment processing fees incurred by BlueRobins in the original transaction (see Section 5.1) and a \$50 operations fee (see Section 5.2).**
- **3.2. Client Cancellations Within 1 Week of Program Start (Before Day 1):** If a Client cancels their enrollment in a Package **less than one (1) week (within 7 days) of the officially scheduled program start date, but before the actual first day (Day 1) of the program commences**, the Client is eligible for a **50% refund** of the Package price. Non-refundable payment processing fees will have already been incurred and are part of the non-refundable portion.
- **3.3. Client Cancellations After Program Start:** If a Client cancels their enrollment **on or after the officially scheduled program start date (Day 1) or at any time after the program has begun**, no refund will be issued for the Package price.

4. Processing of Refunds

Approved refunds will typically be processed within 7-10 business days from the date the refund eligibility is confirmed. Refunds will be issued to the original payment method used for the purchase, unless otherwise agreed by BlueRobins in its sole discretion (e.g., platform credit). You will be notified via email once your refund has been processed. BlueRobins is not responsible for any delays in the reflection of the refund in your bank account or card statement, as this depends on your financial institution.

5. Non-Refundable Fees and Deductions

- **5.1. Payment Processing Fees:** Please note that payment processing fees (e.g., PayPal fees, credit card processing fees) charged by third-party payment gateways at the time of your original purchase are generally non-refundable to BlueRobins. Therefore, for any eligible refunds processed under this Policy for both Pay As You Go Services (Section 3.1) and Packages (Section 4.1), the actual refund amount issued to the Client will be the eligible refund amount *minus these original non-refundable payment processing fees incurred by BlueRobins*. This deduction does not apply in the case of Mentor No-Shows (Section 3.3) where BlueRobins will cover these fees.
- **5.2. Operations Fee for Package Cancellations:** As stated in Section 3.1, for eligible Package cancellations made up to one (1) week before the program start date, a \$50 operations fee will also be deducted from the refund amount, in addition to any non-refundable payment processing fees.

7. Exceptional Circumstances

BlueRobins understands that exceptional circumstances can occur. While this Policy outlines our standard refund terms, BlueRobins may, on a case-by-case basis and in its sole discretion, consider granting a partial or full refund or platform credit outside of these terms if compelling extenuating circumstances are demonstrated by the Client. Any such consideration does not constitute a waiver of this Policy for future instances.

8. Impact on Mentor Payments

Refunds issued to Clients for services will result in a corresponding adjustment or reversal of any Net Mentor Earnings related to that specific refunded transaction, as detailed in the BlueRobins Mentor Payment Policy.

9. Modifications to this Policy

BlueRobins reserves the right to modify this Refund Policy at any time. We will provide reasonable notice of any material changes by posting the updated Policy on the Service, updating the "Effective Date," or by other means as required by applicable law. Your continued use of the Service after such changes will constitute your acceptance of the modified Policy.

10. Contact Us

If you have any questions about this Refund Policy or wish to request a cancellation or refund, please contact BlueRobins Support at: support@bluerobins.com