

Return and Cancellation Policy

Effective as of June 18, 2025, KB EdTech Consulting has established the following policies regarding digital downloads, consulting services, and professional development (PD) offerings. These policies are intended to ensure transparency, fairness, and sustainability in service delivery. KB EdTech reserves the right to modify, waive, or enforce these policies at its sole discretion based on individual circumstances.

1. Digital Products

All sales of digital downloads (including templates, slide decks, resources, and toolkits) are **final** and **non-refundable**. No returns, exchanges, or credits will be issued once the product has been delivered, regardless of download status.

2. Consulting Services

Scheduled consulting sessions (virtual or in-person) are eligible for a full credit toward future services **if canceled at least 24 hours in advance**.

- Cancellations made less than 24 hours in advance are **not eligible** for credit or refund.
- Completed consulting sessions are **not eligible** for refund or credit.

3. Open Professional Development Sessions (e.g., Webinars, Workshops)

For public, open-registration PD sessions:

- Registrants who cancel **more than 24 hours in advance** may receive a **credit** toward a future session of comparable value.
- Cancellations made **less than 24 hours in advance** are not eligible for credit or refund.
- If a participant receives a credit, they **will not** receive the materials or recording from the session they canceled.
- If no credit is issued, registrants may still receive session materials and recordings when applicable.

4. Exclusive Virtual Trainings (Organization-Specific)

For live, virtual PD sessions conducted exclusively for a specific organization:

- **7 or more days' notice:** Eligible for **full credit** toward a future exclusive training.
- **3 to 6 days' notice:** Eligible for **50% credit**.
- **Less than 3 days' notice:** **Not eligible** for credit or refund.
- Recordings and materials will only be provided if no credit is issued.

5. In-Person Professional Development (Organization-Specific)

Organizations must provide **at least 7 days' notice** to receive credit for in-person trainings. In the event of cancellation:

- If travel arrangements (e.g., flights, hotels) have **already been booked** by KB EdTech, the organization agrees to **reimburse any non-refundable travel costs**, regardless of the notice period.
- Trainings canceled with **7 or more days' notice** are eligible for full credit.
- Cancellations with **less than 7 days' notice** are **not eligible** for credit.