

Refund Policy

Effective Date: 21/3/2024

At builttowinridersacademy.com builttowinebook.com, we are confident that **The PDF, course and supporting materials** provide valuable, research-based strategies for confident riding. However, if you are not satisfied with your purchase, please review our refund policy below.

1. Digital Product Refund Policy

Due to the nature of digital products, **all sales are final**, and we do not offer refunds **except in the following cases**:

- ✓ You were charged multiple times for the same purchase due to a technical issue.
- ✓ You did not receive your download link and have contacted our support team without resolution.

2. Eligibility for a Refund

To request a refund, please email info@builttowinridersacademy.com within **7 days of purchase** with:

- Your order confirmation.
- A brief explanation of the issue.

If your request meets our refund criteria, we will process the refund within **5-7 business days**.

3. No Refunds for Buyer's Remorse

We do not offer refunds for:

- ✗ Change of mind or personal preference, requesting a refund within 24 hours of purchase.
- ✗ Failure to read the product description before purchase.
- ✗ Claiming the eBook did not work without showing an effort to apply the strategies.

4. Chargebacks & Payment Disputes

If a chargeback is filed with your payment provider without first contacting us for a resolution, you will **forfeit eligibility for any refunds or future purchases**.

For any concerns, please reach out to our support team at:
info@builttowinridersacademy.com