

## Refund Policy of Seo Digital Club

This Refund Policy ("Policy") applies to the following purchases: **Digital Products & Services**

### Digital Products:

For non-tangible, irrevocable goods we do not provide refunds after the product is purchased, which you acknowledge prior to purchasing any product on the Website. Please make sure that you've carefully read the terms and conditions of the refund policy. For Customers peace of mind we provide partial refund up to 70% for our Digital Products as store credits and discounts available on their next purchase.

\*To be eligible for the partial refund the customer need to write an email explaining why they are not happy with their purchase and how we can help them to make their experience a better one.

### Digital Services

Refund is not provided for services received unless there is a valid reason. We believe in Customer Satisfaction.

\*\*If any of our customers are not happy with their purchase then we are happy to refund up to 25% for Digital Services as a store credit. We always make sure that our customers are happy with their purchase by providing after sale support and great discounts applied on their next order.

\*To be eligible for the partial refund the customer need to write an email explaining why they are not happy with their purchase and how we can help them.

### Exceptions / non-returnable items

Unfortunately, we cannot accept returns on sale items or gift cards.

### Mentoring courses

The Work' Refund policy which basically means you have to prove you've gone through the entire core curriculum, complete all the required work, answer a few questions which we'll ask you once you can prove to us that you've done the work and then we'll have the unilateral discretion to grant a refund. If you want a refund, contact us within 30 days of purchasing the course, and prove you've done the core curriculum and we'll send some follow-up questions.

If you decide your purchase was not the right decision for you or your business, please contact our support team at [info@seodigitalclub.com.au](mailto:info@seodigitalclub.com.au) within 30 days of enrollment. You must include your coursework with your request for a refund. If you request a refund and do not include your coursework by the 30th day, you will not be granted a refund. All refunds are discretionary as determined by Seo Digital Club.

We are about honesty, fairness and customer satisfaction and have no problem issuing a full refund if you've actually tried your best and done the work but the course was not fitting for your business and/or business goals.

5.1 An example of a situation where we wouldn't give a refund is if someone doesn't put in any effort, doesn't try at our courses, doesn't take full responsibility for their own success and then asks for their money back. We also do not offer refunds for the following: (1) attempts to use the refund policy as a way to opt-out of any existing financial obligation and/or payment plan already committed to us upon signing up for our program, (2) change of business direction after purchasing the course, and/or (3) inability to complete the program within the 12 month access period.

5.2. An example of a situation where we would give a refund is if you do the entire course, tried your best, share with us what you learned and then give an objectively fair reason why you want your money back. This means we are expecting the following documents and tasks to be completed:

Proof of all works being completed

Screenshots of the following:

Proof of market research survey with at minimum 5 responses from a real audience

An entire coaching offer outline created

Proof of using our tools to validate a profitable niche

Proof of active participation, initiative, and responsiveness in the Zoom sessions.

Screenshots and proof that you have made an effort to ask questions when experiencing challenges during the program

A minimum one-page write up on the top few lessons you learned from the program and a fair reason why you think the program didn't work for you

\*\*\*When a refund is processed it will incur transaction fees that will not be refunded around 2.5% for local and 5% for International Transactions. \*\*\*

**We want to see all of our customers happy! That's why we have been highly rated on Google & Facebook.**

### **Contacting us**

If you would like to contact us concerning any matter relating to this Refund Policy, you may do so by emailing us at [info@seodigitalclub.com.au](mailto:info@seodigitalclub.com.au)

This document was last updated on 13/04/2022

## Founder & CEO

A handwritten signature in black ink that reads "Shive". The signature is written in a cursive, flowing style.

13/04/2022