



## Refund & Returns Policy

Last updated: January 2026

At **Speak2Inspire**, we are committed to delivering high-quality educational content, digital services, and learning experiences. This Refund & Returns Policy explains when refunds are applicable and how requests are handled.

### Digital Products & Online Courses

All digital products, including but not limited to:

- Online courses
- Downloadable learning materials
- Pre-recorded videos
- Digital toolkits or resources

The above are **non-refundable once access has been granted**, unless otherwise stated. Due to the nature of digital content, we cannot accept returns or issue refunds after the content has been accessed or downloaded.

### Live Sessions, Workshops & Coaching

Refunds for live services such as live online classes, Workshops, Coaching or mentoring sessions may be considered under the following conditions:

- A refund request must be submitted at least **48 hours before** the scheduled session
- If a session is cancelled by Speak2Inspire, a **full refund or rescheduling option** will be provided
- No refunds will be issued for missed sessions without prior notice

### Subscription Services (if applicable)

- Customers may cancel at any time
- Access remains active until the end of the current billing cycle
- No partial refunds are issued for unused time

### Refund Request Process

To request a refund, customers must:

- Contact us via email
- Provide proof of payment
- Clearly state the reason for the refund request

All requests are reviewed within **5–7 business days**.

### Refund Processing Time

Approved refunds are processed via the original payment method (e.g. BobPay) and may take **5–10 business days**, depending on the payment provider.

### Non-Refundable Items

- Accessed digital content
- Completed services
- Promotional or discounted purchases
- Missed sessions without notice

**Policy Updates**

Speak2Inspire reserves the right to update this policy at any time. Changes will be reflected on the website.

**Contact Information**

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