

# BE A DIVA ACADEMY - 2025

## Be a Diva Academy - Refund Policy

**Effective Date:** 2025

Be a Diva Academy has a **strict refund policy** due to the nature of digital content. By enrolling in a course, you acknowledge and accept the following refund terms:

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### 1. Eligibility for Refunds

- **Full Refunds:** Requests must be made within **7 days of purchase**, provided the course has not been accessed.
- **No Refunds:** Refunds will **not** be issued once course materials have been accessed or if a live session has already taken place.
- **Partial Refunds:** Partial refunds may be considered on a **case-by-case basis** if a student has accessed only a portion of the course and can provide a valid reason for discontinuation.
- **Exceptional Cases:** Refund requests due to extenuating circumstances (such as medical emergencies) will be reviewed on a **case-by-case basis** at the discretion of Be a Diva Academy.
- **Technical Issues:** If a student is unable to access the course due to verified technical difficulties, a refund or alternative solution may be offered at the discretion of Be a Diva Academy.

Once a student has accessed digital course materials, refunds are **no longer possible under any circumstance**, except in cases of **verified technical issues or legal compliance requirements**.

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### 2. Refund Review Process

- All refund requests will be **reviewed within 5 business days** of submission.
- If a refund is denied, students may appeal the decision by providing additional supporting documentation within **3 business days** of the denial.
- Final decisions on refunds will be made within **10 business days** from the initial request.

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### 3. Chargeback Prevention

- By completing a purchase, students **agree to resolve disputes directly** with Be a Diva Academy before initiating a chargeback with their bank or payment provider.
- Unauthorized chargebacks may result in **temporary loss of course access** while the dispute is under review.
- Be a Diva Academy reserves the right to **dispute any chargebacks** that violate this refund policy.

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### 4. Payment Processing & Refund Timelines

- Refunds issued through payment providers will follow the **processing timelines set by the respective payment platform** (e.g., Stripe, PayPal, Paddle).
- Be a Diva Academy is **not responsible for additional transaction fees or processing delays** imposed by the payment processor.
- Refund requests must be submitted via email to **haron@harbor.studio** and will be processed within **10 business days** if eligible.

By enrolling in a course, students acknowledge and agree to this Refund Policy.