**SyncSkills Payment Plan Policy**

**1. Introduction** This Payment Plan Policy ("Policy") applies to all courses, workshops, and training events ("Programs") offered by SyncSkills. It outlines the terms and conditions under which refunds are processed and the obligations of the participants in regards to payments.

**2. Refund Eligibility**

2.1. **Self-Paced Courses:** Participants are entitled to request a refund for self-paced courses within fourteen (7) calendar days from the date of the original purchase.

2.2. **Exclusion Period:** No refunds will be issued for any requests made subsequent to the expiry of the fourteen (7) day period post-purchase.

2.3. **Live Training and Workshops:** Live training sessions and workshops are non-refundable. However, they are eligible for rescheduling, subject to the terms outlined herein.

**3. Conditions for Refund** To be eligible for a refund under this Policy, the following conditions must be satisfied:

3.1. The participant must submit a written refund request within the specified fourteen (7) day period.

3.2. No significant access to or downloading of the course content should have occurred.

3.3. For live training and workshops, cancellation must occur no less than seven (7) days prior to the scheduled event for eligibility of rescheduling or refund.

**4. Refund Process**

4.1. Participants must submit refund requests via email to operations@syncskills.com.au.

4.2. The request must include the participant's full name, contact information, course details, and a detailed reason for the refund request.

 4.3. SyncSkills' support team will review and respond to the refund request within five (5) business days.

4.4. Approved refunds will be processed within seventy-two (72) hours of confirmation.

**5. Refund Amount**

5.1. Refunds will be processed using the same payment method used for the original transaction.

5.2. The amount refunded may be subject to applicable processing fees and deductions, as determined at SyncSkills' sole discretion.

**6. Course Cancellations by SyncSkills**

6.1. SyncSkills reserves the right to cancel any Program due to unforeseen circumstances, including but not limited to insufficient enrollment or instructor unavailability.

6.2. Participants will be notified promptly and offered either a transfer to an alternative course or a full refund.

**7. Modification of Training Dates**

7.1. Participants may request a one-time transfer to a subsequent session of a live training event, provided the request is made no later than seven (7) days prior to the initially scheduled event date.

**8. Special Circumstances**

8.1. SyncSkills retains the discretion to consider exceptions to this Policy under special circumstances. Such considerations will be determined on a case-by-case basis.

**9. Contact Information**

9.1. Any queries regarding this Policy should be directed to the SyncSkills support team via email at operations@syncskills.com.au.

**10. Amendments to Policy**

10.1. SyncSkills reserves the right to amend or update this Policy at any time without prior notice. All amendments will be effective immediately upon their posting on SyncSkills’ official website.

This Policy is intended to provide clarity and transparency to our participants and to ensure a consistent approach to refunds across all our Programs.

**SyncSkills Contact Information:** Operations Email: operations@syncskills.com.au