



Refund **POLICY** **2026**

**Boss's
ACADEMY**
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Learn Today, Lead Tomorrow

Welcome to Boss's Academy.

This Refund Policy explains how refunds, cancellations, and billing disputes are handled for subscriptions, premium services, school plans, and digital products offered through the Boss's Academy platform.

By purchasing or subscribing to our services, you agree to this Refund Policy together with our Terms of Use and Privacy Policy.

1. General Refund Principles

Boss's Academy provides primarily digital educational services, including:

- Student and teacher accounts
- School management tools
- Premium learning features
- AI-powered study tools
- Assignments and analytics systems
- Subscription-based access to platform features

Because digital services are delivered instantly or become accessible immediately after purchase, refunds are limited and subject to the conditions below.

2. Eligible Refund Situations

Refunds may be granted in the following situations:

a. Duplicate Payments

If you were accidentally charged more than once for the same subscription or service.

b. Billing Errors

If an incorrect amount was charged due to a verified system or payment processing error.

c. Failed Service Delivery

If premium access was purchased but not successfully activated due to a technical issue caused by Boss's Academy.

d. Unauthorized Transactions

If a payment was made without authorization and verified through investigation.

e. Legal Consumer Rights

Where refunds are required under applicable consumer protection laws.

3. Non-Refundable Situations

Unless required by law, refunds will generally not be issued for:

- Change of mind after purchase
- Failure to use the subscription or platform
- Poor internet connectivity on the user's side

- Academic dissatisfaction or exam outcomes
- User misunderstanding of features already described before purchase
- Subscription periods already partially or fully used
- Violations of our Terms of Use resulting in suspension or termination
- Promotional, discounted, or special-offer purchases
- Digital content already accessed or downloaded

Boss's Academy does not guarantee academic performance or educational outcomes.

4. Subscription Cancellations

Users may cancel subscriptions at any time.

Individual Accounts

Cancellation prevents future billing but does not automatically trigger a refund for the current billing cycle.

School & Institutional Plans

Schools or organizations must provide written notice before renewal dates if they wish to discontinue services.

Access typically remains active until the end of the paid subscription period unless otherwise stated in a separate agreement.

5. Free Trials & Freemium Features

If Boss's Academy offers:

- Free trials
- Freemium access
- Temporary promotional access

Users are responsible for cancelling before the billing date if they do not wish to continue with a paid plan.

Failure to cancel before renewal may result in charges that are non-refundable.

6. Refund Request Timeframe

Refund requests must generally be submitted within:

- 7 days of the transaction date for individual purchases
- 14 days for verified billing disputes involving schools or institutions

Requests submitted after these periods may not qualify for review.

7. How to Request a Refund

To request a refund, contact us with:

- Full name
- Account email address
- Payment date
- Payment method used
- Proof of payment or transaction reference

- Reason for the refund request

Contact Information

Email: bosssacademy906@gmail.com

Phone: +267 74 761 424

8. Refund Review Process

Once a request is submitted:

1. Our team will review the request
2. Additional verification may be required
3. Users may be contacted for supporting information
4. A decision will typically be communicated within 7-14 business days

Boss's Academy reserves the right to deny refund requests that:

- Violate this policy
- Contain false or misleading information
- Show evidence of abuse or fraudulent activity

9. Approved Refund Processing

If a refund is approved:

- Refunds will be sent to the original payment method where possible
- Processing times depend on banks, payment providers, or mobile money services
- Some transaction fees charged by third-party providers may be non-refundable

Boss's Academy is not responsible for delays caused by external financial institutions.

10. Chargebacks & Payment Disputes

Users are encouraged to contact Boss's Academy before initiating a chargeback or payment dispute.

Fraudulent or abusive chargebacks may result in:

- Account suspension
- Permanent service restrictions
- Investigation by payment providers

11. Changes to This Refund Policy

Boss's Academy may update this Refund Policy periodically to reflect operational, legal, or platform changes.

Continued use of the Platform after updates means acceptance of the revised policy.

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Contact us for further inquiries

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