



Refund Policy

The Pracademic Mentor

Website: <https://thepracademicmentor.com>

1. Digital Products

Due to the nature of digital products, all sales of downloadable templates, guides, planners, reflection documents, lesson resources and other digital content are final once accessed or downloaded, except where required by South African law.

2. Online Courses

Refunds are available only when cancellation is requested at least 7 days before the course begins and access has not been granted.

3. Workshops

Cancellations made 14 or more days before a workshop qualify for a full refund. Cancellations made 7–13 days before qualify for a 50% refund. Cancellations made fewer than 7 days before are non-refundable, although transfers may be permitted where available.

4. Mentoring & Consultations

Completed consultation sessions are non-refundable. Appointments cancelled at least 48 hours in advance may be rescheduled or refunded.

5. Editing & Proofreading

Once work has commenced, refunds cannot be issued. If cancellation occurs before work begins, a full refund may be provided.

6. Therapeutic Candles

Therapeutic candles are **STRICTLY** non-refundable.

7. Incorrect Orders

Incorrect products will be replaced or refunded when reported within 48 hours of receipt.

8. Technical Issues

If a purchased digital resource cannot be accessed due to a technical issue, assistance or an alternative download will be provided.

9. Refund Processing

Approved refunds are processed within 5–10 business days using the original payment method.

10. Contact

Email: nurainaboo@gmail.com

Website: <https://thepracademicmentor.com>