

Refund Policy

Purpose

The Arab Union Catalog Academy (“the Academy”) is committed to delivering high-quality educational services to its clients. In recognition of clients’ rights and in pursuit of full transparency, the Academy hereby adopts this Refund Policy (“the Policy”).

Refund Period

A client shall be entitled to request a refund within seven (7) days from the date of purchase.

Refund Conditions

Refunds shall only be granted under the following conditions:

- The refund request is submitted no less than forty-eight (48) hours prior to the scheduled date of the course, accompanied by valid proof of purchase.
- The course is canceled by the Academy.
- The course access links are defective or materially inconsistent with the description provided.

Non-Refundable Cases

Refunds shall not be issued under the following circumstances:

- Where a certificate of completion has already been issued to the client.
- Where the training course has started.
- Where course materials have been accessed or downloaded.
- Courses purchased under special offers, discounts, or bundled packages shall not be eligible for refunds, unless expressly stated otherwise.

Refund Request Procedure

- Refund requests must be submitted written to the official email address: **Info@aruc.org**, stating the grounds for the request and attaching any supporting documentation.
- The Academy shall review the request within seven (7) business days from receipt.
- If approved, refunds shall be processed to the original method of payment within fourteen (14) business days.

Refund Method

Refunds shall be affected exclusively through the original method of payment. Processing times may vary depending on the payment service provider.

As an alternative, clients may elect to retain the refunded amount as credit for future courses, provided the request is made prior to the commencement of the course.

Discretionary Authority

The Academy reserves the right, at its sole and absolute discretion, to approve, reject, or cancel any refund request, particularly in instances where misuse, fraud, or abuse of the refund process is suspected.

Governing Law

This Policy shall be governed by and construed in accordance with the laws of the Kingdom of Saudi Arabia.

The Academy reserves the right to amend, modify, or update this Policy at any time. Continued use of the Academy's platform following the publication of any amendments shall constitute deemed acceptance of such amendments.