

## **Elevate Coach APP Refund Policy**

Thank you for subscribing to Elevate Coach APP]. We're committed to providing you with a great experience, and we want to ensure you're fully informed about our refund policy.

### **1. No Refunds in the Billing Cycle**

- **We do not offer refunds for any payments made during a billing cycle.** Once a payment has been processed, it is non-refundable, even if you decide to cancel your subscription before the end of the billing period.
- If you cancel your subscription, you will continue to have access to all features until the end of your current billing period, but no further charges will be applied.

### **2. Subscription Cancellation**

- You may cancel your subscription at any time. To cancel, please go to [instructions for cancellation, e.g., "Settings > Subscriptions".
- Cancellations will prevent any future charges but will not result in a refund for the current billing cycle.

### **3. Exceptions**

While we do not offer refunds for the current billing period, we may make exceptions in specific cases, such as:

- Billing errors or accidental charges
- Technical issues that prevent access to the app and were not resolved in a timely manner

If you believe your situation qualifies for an exception, please contact our support team at [support@elevatenetball.com.au](mailto:support@elevatenetball.com.au). We will review each case individually.

### **4. Changes to the Refund Policy**

Elevate Netball PTY LTD reserves the right to modify or update this refund policy at any time. Any changes will be reflected in this document and communicated through the app or our website.

If you have any questions or concerns, please feel free to reach out to our support team. We're here to assist you!

Thank you for being a part of the Elevate community.

Kind regards

Elevate Team