



Refunds, Returns & Cancellations Policy

Effective: September 2025 (Retroactive to March 28, 2017) At University Technicians, we strive to ensure customer satisfaction across all digital services, training programs, and product offerings. This policy outlines our procedures for refunds, returns, and cancellations.

1. GENERAL POLICY

This Refunds, Returns & Cancellations Policy applies to all past, present, and future transactions made with University Technicians, including digital services, subscriptions, physical goods, and training programs. By using our Services, you acknowledge and agree to this retroactive policy.

2. DIGITAL PRODUCTS & SERVICES

- Digital downloads, online courses, and virtual guides are non-refundable once accessed or downloaded.
 - If you experience a technical issue preventing access, please contact universitytechnicians12@gmail.com within 7 days of purchase for assistance or replacement access.
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3. SUBSCRIPTIONS & MEMBERSHIPS

- Subscriptions (e.g., job placement portals, digital office rentals, or service packages) may be canceled at any time by contacting us.
 - Refunds are available for unused, prepaid months only, if cancellation occurs before the next billing cycle.
 - No retroactive refunds will be issued for past months already used.
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4. PHYSICAL PRODUCTS

- Return window: You may return unused physical products within 30 days of delivery for a full refund, minus shipping.
 - Returned items must be in original packaging and condition.
 - Shipping fees are non-refundable unless the return is due to a University Technicians error (e.g., defective product, incorrect order).
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5. CLASSES, TRAININGS, AND EVENTS

- Cancellations made 7+ days prior to the start of a class/event: 100% refund.
- Cancellations made 3–6 days prior: 50% refund or credit toward a future class.

- Cancellations made within 48 hours of the class/event: non-refundable.
 - If University Technicians cancels an event or training, customers receive a full refund or credit.
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6. CONSULTATIONS & TECHNICAL SERVICES

- Free consultations may be scheduled or rescheduled without penalty.
 - Paid service appointments canceled with at least 24 hours' notice may be rescheduled or refunded in full.
 - Missed or same-day cancellations are non-refundable.
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7. REFUND METHOD

Approved refunds will be issued to the original payment method within 7-10 business days.

8. HOW TO REQUEST A REFUND OR RETURN

Please contact us with your order number and details:

University Technicians – Customer Support
2025 S Monroe Street
Tallahassee, FL 32301
Phone: 1-888-336-6158
Email: universitytechnicians12@gmail.com

Retroactive Clause (applies to Terms, Privacy, and Refunds Policies)

Retroactive Application

These Terms of Use, Privacy Policy, and Refunds, Returns & Cancellations Policy are deemed effective as of March 28, 2017, the official business establishment date of University Technicians. All prior and ongoing use of our Services, from that date forward, is subject to these agreements. By continuing to use our Services, you acknowledge and agree that these policies apply retroactively.
