Muslim Blueprint Program Refund/ Cancellation Policy

Any requests for cancellations or refunds will be subject to approval by our management and will be assessed based on individual circumstances. To ensure transparency and fairness, we have formulated a comprehensive refund policy outlining the terms and conditions under which refunds and cancellations will be considered.

Refund Policy Overview:

1. **Full Refund within 14 Days:**
   - ✓ A complete refund is applicable if a cancellation is requested within the first 14 days from the program's start.
2. **Cancellation After 14 days:**
   - ✓ After 14-day period has passed refunds will no longer be issued, however, cancellations can be requested.
   - ✓ Cancellations are only applicable to monthly subscriptions and not yearly subscriptions.
3. **Class Cancellation or Disruption:**
   - ✓ A full or partial refund will be considered in the event of class cancellations or disruptions due to unforeseen circumstances.
4. **Technical Errors During Payment:**
   - ✓ Students experiencing technical issues during the payment process, resulting in multiple or erroneous charges, may request a refund.
5. **Unauthorized Transactions:**
   - ✓ Refunds will be provided upon verification for cases of unauthorized credit card usage.

Important Factors for Refund Eligibility:

We value your feedback to enhance our courses and ensure a positive learning experience. To qualify for a refund, please provide constructive feedback and valuable suggestions for improvement in our classes. When presenting your case, kindly consider the following refund process:

Refund Process:

Step 1: Initiation of Refund Request
   - ✓ Contact us at help@mbp.i3institute.ca within 14 days of the class start date to initiate a refund request.

Step 2: Completion of Refund Form
- ✓ Upon receiving the refund request, we will send out a refund form which will need to be completed by the individual.

Step 3: Verification, Consent, and Refund Method
- ✓ Refunds will be processed only upon successful verification of the information provided. Any discrepancies may lead to delays or cancellation of the refund request. If a refund is approved, it will be processed exclusively through the original payment method used via Stripe.

Step 4: Refund Issuance Schedule
- ✓ Once approved, refunds will be issued on the 15th and 30th of every month.
- ✓ If there are any issues with our Stripe payment system, refund processing may be temporarily delayed until a resolution is found or a new solution is implemented. To ensure transparency, affected individuals will be promptly notified.

Cancellation Process:

Step 1: Initiation of Cancellation Request
- ✓ Contact us at help@mbp.i3institute.ca after 14 days of the event to initiate a cancellation request.

Step 2: Completion of Cancellation Form
- ✓ Upon receiving the cancellation request, we will send out a cancellation form which will need to be completed by the individual.

Step 3: Verification & Consent
- ✓ Cancellations will be processed only upon successful verification of the information provided. Any discrepancies may lead to delays or cancellation of the cancellation request.

Step 4: Payment Cancellation
- ✓ Once approved, no further charges will be made to the individual.

Step 5: Attending Classes after Cancellation
- ✓ Following a cancellation, students will continue to have access to classes for the period for which they have paid for. Following the end of that period, students will no longer have access to the classes.

This policy provides a fair and transparent framework for managing refund and cancellation requests. Our commitment to your academic journey remains unwavering, and we appreciate your understanding and cooperation.

If you have any questions or concerns, please do not hesitate to contact us.

i3 Registration Team