

Refund Policy for Equibrado Equestrian

Last updated March 20th, 2025

Thank you for choosing Equibrado Equestrian! We are committed to providing high-quality education to horse enthusiasts worldwide. Please carefully review our refund policy for users:

1. Eligibility for Refunds

Refunds are available for digital courses, memberships, and training materials under specific conditions, as outlined below.

2. 30-Day Refund Period

Users may request a full refund within **30 days** from the date of purchase for any unused online course. This refund period applies to all initial purchases. Requests for refunds after 30 days will not be accepted.

3. Refund Process

To request a refund, please contact our support team via email at equibradoequestrian@gmail.com with the following details:

- Order number
- Full name
- Email address used for the purchase
- Reason for refund request

Our team will respond to your request within 3-5 business days, and upon approval, we will process your refund through the original payment method.

4. Non-Refundable Items

- Courses or materials that have been partially or fully consumed (e.g., course completion, downloaded content).
- Gift cards or promotional discounts.
- Special events or one-time webinars.
- Online training sessions, including virtual lessons, online consultations, and video analysis

5. Technical Issues and Access Problems

If you experience technical issues accessing your course or materials, please contact our support team immediately. We will work to resolve the issue. If we are unable to resolve the access issue, you may be eligible for a refund after reviewing the problem.

6. Currency and Fees

Refunds will be issued in the same currency used at the time of purchase. Please note that exchange rates and international transaction fees may apply, depending on your payment method and location.

7. Course Transfer Option

In some cases, we may offer the option to transfer your enrollment to another course or training program, rather than a refund. This option can be discussed with our support team.

8. Refund Timeline

Refunds are typically processed within **7-10 business days** after approval. Please note

that it may take additional time for the funds to appear in your account, depending on your payment provider.

9. Cancellation of Subscription Plans

For recurring subscription plans (e.g., monthly or annual memberships), you may cancel at any time. However, refunds will not be issued for payments already made. If you cancel before the next billing cycle, you will not be charged for the following period.

10. Rescheduling Online Appointments

Online appointments may be rescheduled with a minimum of 24 hours' notice.

Appointments cancelled less than 24 hours prior to the scheduled appointment time will not be rescheduled and no refund will be issued.

11. Changes to the Refund Policy

We reserve the right to update or modify this refund policy at any time. Any changes will be communicated via our website, and the revised policy will apply to purchases made after the effective date of the update.

If you have any questions regarding our refund policy or need assistance, please contact us at:

Equilibrado Equestrian

Email: equilibradoequestrian@gmail.com

Phone: 587-288-1373