

Refund Policy – Van Thinking Services and Resources

The Refund Policy is subject to Terms and Conditions of Use.

We make free services and resources available to enable prospective users to participate before they decide to make use of any of the paid-for services on the site. This also enables prospective users to test their technology infrastructure to ascertain that they are able to watch or listen to the media files we use in our services before they participate in any paid-for service. In view of these our refund policy is

1. Not to refund any cancellation after the user has gained access to the service due to the intangible nature of our services and products, or when a user decides to un-enrol voluntarily from a service prior to completion.
2. Not to refund when users experience problems to participate in some activities of our services due to technological difficulties.
3. Not to refund when a user is barred from further participation in a service due to a breach of our Terms and Conditions of Use, Privacy Policy or the Site Policy.
4. Users understand and accept that payment for a service is not refundable if at any stage and for any reason a service is not fully utilised by the user after having finalised payment and the service commenced.
5. In extra-ordinary cases where Van Thinking is not able to provide a service due to unforeseen reasons, we do everything in our power to re-schedule the service. If we are not able to reschedule, we refund all paid participants fully. The circumstances where this action is deemed necessary is solely and completely at the discretion of Truthful Worship.

Users may cancel their enrolment for a service after having finalised payment, but before the commencement of the service if it is done at least 7 days prior to the start date of the service, and receive a full refund. Cancellations within the 7 days prior to the start date of the service are not refunded by Van Thinking.

Van Thinking may amend this Refund Policy from time to time. While reasonable steps are taken to inform users, it remains the responsibility of users of the site to review the refund Policy from time to time.

Last Update

10 January 2008