

Refund & Cancellation Policy

1. Digital Training Programmes

Due to the nature of digital training services:

- Once access to digital materials has been granted, refunds are not available unless required by law.
- If cancellation is requested before access is granted, a refund may be issued minus administrative processing fees.

2. Live In-Person Events

If you cancel:

- More than 14 days before event: Full refund minus admin fee.
- 7–14 days before event: 50% refund.
- Less than 7 days before event: No refund.

However, we may allow transfer to a future cohort at our discretion.

3. Instalment / Payment Plans

If paying via instalments:

- Payments must continue as agreed.
- Early withdrawal does not cancel outstanding payment obligations.

4. How To Cancel

To cancel, email:

support@shifahtrainingenterprises.com

Include:

- Full name
- Programme name
- Date of purchase