

Volleyball Australia – Light Volley and related products Refund Policy

This refund policy sets out the conditions which must be satisfied in order to permit a refund of the fees incurred for Volleyball Australia Online Learning related products to be approved. Coaching related products include (but are not limited to):

- Coaching Course enrolment;
- Coaching education unit enrolment; and

(together, the **Products**).

Candidates are required to make full payment of the Products at the time of purchase. In relation to the Coach Education Course (**Course**) Volleyball Australia is unable to hold places in the Course without full payment being made by the applicant at the time of payment. Upon clearance of payment of the Course (and satisfaction of all other registration requirements) the candidate will become registered in the Course.

Volleyball Australia may provide refunds for part or all of the Products to candidates under the following circumstances:

- A refund requests must be submitted in writing within 7 days of purchase.
- It is Volleyball Australia sole discretion to accept refunds upon receipt of written request.
- For refund requests received more than 7 days after the date of purchase, no payment will be refunded.
- All refunds will be subject to a 10% administration fee.

A candidate may request a refund by contacting Volleyball Australia and providing details to support their request for refund.

Please contact info@volleyball.org.au

The candidate will be notified by Volleyball Australia once a decision on the refund request has been made. Approved refunds will typically be processed within a 2 week period following the request being granted. Should a refund be payable, payment will be made by the same method as the original payment (e.g. credit card if paid by credit card), in Australian dollars (\$AUD).

A decision to issue a refund will be at Volleyball Australia discretion; subject to, and in accordance with, the Australian Consumer Law.

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