

RETURN AND REFUND POLICY

Last updated September 15, 2021

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or store credit only. Please see below for more information on our return policy.

DISCLAIMER: WE DO NOT OFFER RETURN OR REFUND ON MERCHANDISE.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of this Refund Policy:

- **You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **We** (referred to as either, "The Company" "We", "Us" or "Our" in this Agreement) refers to Coffee Trading Academy, LLC, located at 12724 Gran Bay Parkway West, Suite 410, Jacksonville, FL 32258, United States.
- **Website** refers to the site accessible from <https://www.coffeetradingacademy.com>.
- **Service** refers to the reports or training offered for sale on the website.
- **Orders** mean a request by You to purchase Goods from Us.

RULES FOR ACCEPTING SHIPMENTS

Before accepting shipment of any product, kindly ensure that the product's packaging is not damaged or tampered with. If the package is damaged or tampered with, we request you to refuse delivery and if possible click some photos of the packaging and send it over to us so that we can take further action. We assure refund upon such refused delivery or non-delivery. If in case you choose to accept the product, you shall do it at your own risk.

CANCELLATIONS

Cancellations by you

- We grant you the right to cancel the training session prior to the 30 days from your scheduled session.

All late bookings will be subject to the cancelation terms outlined above.

- In case of Reports, You can cancel your subscription at any time by contacting us using the contact information provided below. Your cancellation will take effect at the end of the current paid term.
- In case of merchandise, if we receive a cancellation notice and the order has not been processed by us, we shall cancel the order immediately and refund the entire amount back to your original payment method. If we have already shipped the product, we will not be able to approve the cancellation request. In such cases, the product follows the normal lifecycle process.

Cancellation by us

- Under certain circumstances it might not be possible for us to accept an order and we may be compelled to cancel the same. We reserve the right to refuse or cancel any order for any reason at our sole discretion. Some situations that may result in your order being cancelled include limitations on quantities available for purchase, inaccuracies or errors in product or pricing information, or problems identified by our credit and fraud avoidance department. We may also ask for additional verification or information before accepting any order. We will contact you if all or any portion of

your order is cancelled or if additional information is required to accept your order. If your order is cancelled after you are charged, the said amount will be reversed back to your original payment method.

REFUNDS

After receiving your cancellation request we will process your refund. Refunds will be credited to the original payment method that You used while making the purchase. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company. Or, you can have your refund in the form of store credits which can be used to make any future purchases on our site.

Refunds: **Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 7 working days after intimation by the customer.

QUESTIONS

If you have any questions concerning our return policy, please contact us at:

Phone: (+1) 904-299-3513

info@coffeetradingacademy.com