

REFUND POLICY for Eyelash Extension Training Courses

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Thank you for choosing Eden Artistry & Academy for your eyelash extension training needs. We strive to provide high-quality courses that meet your expectations. Please read our refund policy carefully before enrolling in any of our training programs.

Refund Eligibility:

1. **Deposits:** Kindly be aware that any initial deposits submitted to secure your spot in any of our educational programs are non-refundable unless your course has been cancelled
2. **Cancellation of Course:** If Eden Artistry cannot fulfill any obligations for a course for any reason, you will be entitled to a full refund of the course fees including your initial deposit.

Refund Procedure:

1. **Initiating a Refund Request:** To request a refund, please contact our customer support team at serene@edenartistry.com.au within the specified refund period. Provide your full name, course details, and the reason for your refund request.
2. **Verification:** Our team will review your request and may request additional information to verify your eligibility for a refund.
3. **Refund Processing:** If your refund request is approved, we will process the refund within 5 business days. The refund will be issued to the original payment method used during the purchase.

Non-Refundable Situations:

1. **Course Completion:** Once a course is completed, and access to course materials has been granted, no refunds will be provided.
2. **Certification Fees:** Fees associated with certification exams or additional services are non-refundable.

Policy Changes:

Eden Artistry reserves the right to update or modify this refund policy at any time without prior notice. Any changes will be effective immediately upon posting on our website.

Contact Information:

If you have any questions or concerns about our refund policy, please contact us at serene@edenartistry.com.au.

By enrolling in our eyelash extension training courses, you acknowledge that you have read, understood, and agreed to the terms of this refund policy.

Thank you for choosing Eden Artistry.

Eden Artistry, 5B/201 Varsity Parade, Varsity Lakes, QLD, 4227.

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