



REFUND POLICY

At AINautics Drone Training School, we strive to provide high-quality training programs and excellent customer service. We understand that circumstances may change, and you may need to cancel your enrollment. Our refund policy is designed to be fair and straightforward.

Refund Eligibility

1. Full Refunds:

- If a cancellation request is received at least 14 days before the course start date, a full refund will be issued.
- For online courses, if a cancellation request is received within 7 days of purchase and less than 20% of the course content has been accessed, a full refund will be issued.

2. Partial Refunds:

- If a cancellation request is received between 13 to 7 days before the course start date, a 50% refund will be issued.
- For online courses, if a cancellation request is received within 14 days of purchase and between 20% to 50% of the course content has been accessed, a 50% refund will be issued.

3. No Refunds:

- No refunds will be issued for cancellation requests received less than 7 days before the course start date.
 - For online courses, no refunds will be issued if more than 50% of the course content has been accessed.
 - No refunds will be issued for missed classes or non-attendance.
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Refund Process

To request a refund, please follow these steps:

1. Submit a Request:

- Send an email to refunds@ainautics.com with your full name, course title, enrollment date, and reason for cancellation.
- For in-person courses, include the start date of the course.
- For online courses, specify the percentage of the course content accessed.

2. Confirmation:

- You will receive an acknowledgment email confirming the receipt of your refund request within 2 business days.

3. Processing Time:

- Approved refund requests will be processed within 10 business days from the date of acknowledgment.
- The refunded amount will be credited to the original method of payment.

Important Notes

- AINautics reserves the right to cancel or reschedule courses due to unforeseen circumstances. In such cases, students will be offered the option to transfer to another course or receive a full refund.
- Refunds are only available for payments made directly to AINautics. If you have enrolled through a third party or affiliate, please contact them directly for their refund policy.
- Refund policies are subject to change. Please review the latest refund policy on our website or contact our customer service for any updates.

Thank you for understanding our refund policy. If you have any questions or require further assistance, please contact us at support@ainautics.com or call us at 803.603.1387.