

Refund Policy

Refund policy for courses on the Apptimate Academy platform

Document	Refund Policy
Service	Apptimate Academy (online course platform)
Provider	Apptimate B.V. (KvK-nummer 89656202)
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1. Consumers' Right of Withdrawal

If you are a consumer, a distance contract in principle gives you fourteen (14) days to change your mind. For digital content supplied immediately, that right of withdrawal lapses once delivery (access) has begun with your express prior consent and your acknowledgment that you thereby lose your right of withdrawal.

We request that consent with every purchase by means of two separate declarations, each of which you tick yourself: (a) that you request us to supply the course immediately, before the end of the cooling-off period, and (b) that you understand you thereby lose your right of withdrawal. Without both declarations the purchase cannot be completed. What you accepted, in which version and at what moment, is recorded and included in the confirmation email.

The statutory right of withdrawal applies only to consumers. Business customers (acting in the course of a profession or business) have no right of withdrawal.

2. Outside the Right of Withdrawal

Where the right of withdrawal has lapsed or does not apply, purchased access to courses or bundles is in principle non-refundable. This does not affect your statutory rights. We will in any event refund you, or provide another appropriate remedy, in the case of:

- lack of conformity of the digital content: the course does not meet what you were entitled to expect on the basis of its description on the platform;
- a failure in delivery, for example where access does not materialize after payment;
- a demonstrably incorrect or duplicate purchase;
- discontinuation of a course within the minimum term of twenty-four (24) months: at your choice a pro rata refund or a replacement course of equal value;
- the other statutory remedies of Article 7:50a et seq. of the Dutch Civil Code, including repair, re-supply, a proportionate reduction of the price, and rescission.

3. The Role of the Preview Lesson

Each course typically offers at least one free preview lesson, so you can evaluate the course before purchase. That preview lesson is an additional service. Its existence does not affect your right of withdrawal and is no ground for excluding it; nor is dissatisfaction after purchase in itself a ground for a refund.

4. Payments

Payments, and the handling of VAT and invoicing, are processed via the payment provider 2CO, acting as Merchant of Record. A granted refund is processed via the original payment channel. You address your refund claim to us: we are your counterparty for the course and will set the refund in motion. If your question concerns the payment itself, the VAT, or the invoice, 2CO is the point of contact.

5. Requests and Time Limits

A refund request may be directed to academy@apptimate.nl, quoting the payment reference. We acknowledge receipt within seven (7) days and tell you within fourteen (14) days whether the request is granted. We make a granted refund within fourteen (14) days of that decision, and in the case of a valid withdrawal within fourteen (14) days of receiving your notice.

6. Model Withdrawal Form

If, as a consumer, you wish to exercise your right of withdrawal (insofar as it applies to your purchase and has not lapsed because access has begun with your consent), you may use the model form below. Its use is not mandatory; you may also notify us of your withdrawal by any other unambiguous statement.

To: Apptimate B.V. (KvK-nummer 89656202), Postbus 2039, 1990 AA Velserbroek, Nederland (registered office: Floraronde 247, 1991 LA Velserbroek, Nederland), email: academy@apptimate.nl.

- I/We hereby give notice that I/we withdraw from our agreement for the purchase of access to the following course or bundle: _____
- Ordered on / paid on: _____
- Payment reference (if known): _____
- Name of consumer(s): _____
- Address of consumer(s): _____
- Email address of your account: _____
- Date: _____
- Signature (only if this form is submitted on paper): _____