

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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Effective date	[to be set]

1. Principle: No Refunds

Each course typically offers at least one free preview lesson, so you can evaluate the course before purchase. For this reason, we do not, in principle, provide refunds on purchased access to courses or bundles.

2. Statutory Exceptions

Refunds are provided only to the extent required by mandatory law. Consumers within the EU may, under certain conditions, have a statutory right of withdrawal; where applicable, we respect it. For digital content, the right of withdrawal may lapse once delivery (access) has begun with your express prior consent and your acknowledgment that you thereby lose your right of withdrawal. This consent and acknowledgment are requested at purchase.

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.

3. Prior Evaluation

Because a free preview lesson is available, you can assess the suitability of the course before purchasing. Dissatisfaction after purchase does not in itself constitute grounds for a refund.

4. Payments

Payments, and the handling of VAT and invoicing, are processed via the payment provider 2CO. Any refunds granted on the basis of mandatory law are processed via the original payment channel.

5. Requests

A refund request based on a statutory obligation may be directed to academy@apptimate.nl, quoting the payment reference.

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, 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): _____