# REFUND POLICY

1. Introduction

At Dataworks Analytics and Consultancy Services Limited, we strive to provide the best services to our clients. This refund policy outlines the conditions under which refunds may be issued.

2. Eligibility for Refunds

Refunds are only available for services that have not been delivered as agreed. If you believe you are eligible for a refund, please contact us via sales@dataworks.ng within 30 days of the service date.

3. Types of Refunds

Payment on our training portal - www.dataworks.trainingportal.thinkific.com allows us to issue full and partial refunds

- **Full Refunds**: refund the full amount paid by the student. This includes a refund of sales tax / VAT if one was collected / calculated.

- **Partial Refunds**: refund a portion of the amount paid by the student.

4. Process for Requesting a Refund

To request a refund, please contact our sales team via sales@dataworks.ng with your order details and the reason for the refund request. We will review your request and respond within 10 business days.

When we issue a refund on our training portal, we will unenroll such student from the course.

Refund will not be provided if an individual has completed over 10% of the course.

If we processed a refund without unenrolling the student, we will unenroll the student and remove the student's access to a course at any time manually.

Students will automatically receive an email including a refund receipt once a refund has been issued.

5. Non-Refundable Services

Certain services, such as consultancy, in-person training and audit services, are non-refundable once they have been delivered.

6. Changes to Refund Policy

We reserve the right to modify this refund policy at any time. Changes will be posted on our website, and continued use of our services constitutes acceptance of the new policy.

## Contact Information:

Dataworks Analytics and Consultancy Services Limited

2nd Floor, Drewz Court, 146 Ligali Ayorinde Street,

Victoria Island,

Lagos State, Nigeria

Email: sales@dataworks.ng