



## REFUND POLICY

Welcome to Aesthetic Academy Asia Refund Policy. More details can be found in the Academy Handbook.

- Please note that the Payment Gateway is a secured portal which is provided by EGHL, an online payment gateway company registered in Malaysia.
- The website is <https://www.aestheticacademy.asia>. The site uses a secure portal with a digital certificate to protect your financial transactions and your data. Please refer to our Privacy Policy on how your data is used.

### About the Refund Policy:

- The Learner has the right to withdraw and cancel his / her course and request for a refund.
- The Academy has the right to impose a cancellation fee and / or refuse the refund based on the terms and conditions stated herein.
- Learners must email and notify the Course Director if they are cancelling their Program with the following details.

EMAIL ADDRESS	<ul style="list-style-type: none"> <li>• <a href="mailto:info@aestheticacademy.asia">info@aestheticacademy.asia</a></li> </ul>
NOTICE PERIOD	<ul style="list-style-type: none"> <li>• 1-month before the scheduled commencement date.</li> </ul>
CONTENTS	<ul style="list-style-type: none"> <li>• Learner Details - Full Name, Batch &amp; ID Number.</li> <li>• Reason for cancellation and refund.</li> <li>• Payment and bank details</li> <li>• Any substantiating documents / evidences for cancellation.</li> </ul>

- The Academy shall calculate the refund amount, based on the notice period (cancellation), and inform the Learner via email within 1-week after receiving the Learner's email.
- The Academy shall proceed with the refund once the Learner has agreed to the calculated refund amount and returned all the materials, including the original letter of acceptance / offer, student ID, logbook, stationeries, and / or any other materials received from the Academy.
- The refund amount is based on the final monetary sum received by the Academy, including the Registration Fee.
- Any bank charges incurred during the refund, such as telegraphic transfer, shall also be borne by the Learner.
- The refund process may take about 30-days or longer depending on the country and respective banking activities.
- Table below shows the refund amount.

Notice Period (Cancellation)	Refund Amount
2-weeks in advance (or earlier) before commencement date	80% (Eighty)
After accessing / downloading from the Online Library	50% (Fifty)
After accessing / downloading the Online Library and attended Introductory class	30% (Thirty)
After accessing / downloading the Online Library and attended 2 classes	NO refund

END OF REFUND POLICY. VERSION 1019.1 DATED 18 SEPT 2019.