

Refunds and Cancellations Policy

Ascendant Global Pty Ltd

ABN: 42 663 445 056

Effective Date: 2024-07-22

Last Updated: 2024-07-22

1. Scope of Policy

This Refunds and Cancellations Policy applies to all education consulting and business services offered by Ascendant Global Pty Ltd ("Ascendant Global," "we," "us," or "our") to clients ("you" or "your") through written agreements, online platforms, or direct engagements.

2. General Terms

By engaging our services, you agree to this policy and its terms as a binding component of your service agreement or contract with Ascendant Global.

This policy complies with the Australian Consumer Law (ACL) and other relevant legislation.

3. Refunds – Education Consulting Services

Refunds for education consulting services (e.g. student visa assistance, university application processing, immersion programs) are subject to the following:

3.1. Non-refundable Services:

- All initial consultation fees are non-refundable once the consultation is delivered.
- Lodgement or processing fees paid to third-party institutions are non-refundable once paid on your behalf.

3.2. Refund Eligibility:

- Cancellation in writing within 5 business days of payment, before substantive work begins.
- Delay by more than 30 days without reasonable explanation.

3.3. No Refund Circumstances:

- If the application has commenced or documents have been submitted.
- If visa/admission is refused due to client error or false information.
- If the client fails to provide documents on time.

4. Refunds – Business Services

For business services (e.g. strategic planning, partnership development, consulting packages):

4.1. Refund Eligibility:

- Cancellation within 7 days of engagement, if no substantial work has commenced.
- If Ascendant Global is unable to deliver services due to internal fault.

4.2. Service-Based Refund Limits:

- Refunds for uncompleted stages only.
- No refund for completed deliverables or services rendered.

5. Cancellations

5.1. Client-Initiated Cancellation:

- Must be in writing via email to info@ascendantglobal.com.au.
- Work completed at cancellation time will be charged and deducted from refundable balance.

5.2. Ascendant Global-Initiated Cancellation:

- We may cancel service for non-payment, breach, or legal concerns.
- A prorated refund may be provided at our discretion.

6. Dispute Resolution

To dispute a refund:

- Email: admin@ascendantglobal.com.au
- Subject: Refund Request – [Your Name]

We aim to respond within 10 business days. Unresolved issues may be escalated under Australian Consumer Law.

7. Amendments

Ascendant Global Pty Ltd reserves the right to modify this policy at any time. Clients will be notified of changes via email or website publication.

Ascendant Global Pty Ltd

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