

Refund Policy – AI Intelligent Solutions

Effective Date: January 1, 2025

Applies To: All online and live training programs offered by **AI Intelligent Solutions** within Canada.

We value your learning experience and want you to be confident in your purchase. Please read our refund terms before registering.

Eligibility for Refunds

- For **live, instructor-led programs** (in-person or virtual): You may cancel for a full refund if you notify us in writing **at least 7 calendar days before** the scheduled start date.
- For **self-paced, on-demand courses**: You may request a full refund within **7 calendar days of purchase**, provided that **no more than 20% of the course content** has been accessed.
- Refunds are **not available** once the course has been substantially accessed or completed.

Non-Refundable Situations

- No-shows for live training without prior written notice.
- Dissatisfaction with the content or materials.
- Special promotions, discounted classes or packages, or bundled offers are non-refundable unless otherwise stated.

Refund Process

All refund requests must be emailed to **AI Intelligent Solutions** with your name, order number, and reason for the request. Approved refunds will be issued to the original payment method within 10 business days, though they may take longer to reach your account depending on your banking system.

2. Terms of Service

Acceptance of Terms

By registering for or participating in any training program provided by **AI Intelligent Solutions**, you agree to these Terms of Service, our Refund Policy, and our Disclaimer.

Use of Materials

All course content, training materials, and resources are the intellectual property of **AI Intelligent Solutions** unless otherwise noted. You may not reproduce, distribute, or share materials without prior written permission. This includes training manuals and virtual Zoom links, either live or recorded.

Participant Responsibilities

You are responsible for ensuring you have the necessary technology, internet access, and skills to participate in the program. Technical issues on your end do not qualify for a refund unless otherwise determined by **AI Intelligent Solutions**.

Program Changes or Cancellations

We reserve the right to modify, postpone, or cancel a training program for reasons including low enrollment, instructor unavailability, or unforeseen technical issues or unforeseen life events. In such cases, you may choose a full refund or transfer to another program.

Governing Law

These Terms are governed by the laws of the Province of Ontario and applicable federal laws of Canada.

3. Legal Disclaimer

Independent Training Provider

This program is independently created and delivered by **AI Intelligent Solutions**. It is not affiliated with, endorsed by, or sponsored by any AI technology provider or developer. References to specific AI tools, platforms, or brands are for educational purposes only.

Educational Purposes Only

The information provided in our programs is for general educational use and is not intended as legal, financial, or professional advice. You should seek independent advice for your specific circumstances.

No Guarantees

We make every effort to deliver high-quality, relevant training. However, we do not guarantee specific results, business outcomes, or performance improvements from participation in our programs.

Limitation of Liability

By enrolling, you agree that **AI Intelligent Solutions** will not be liable for any direct, indirect,

incidental, or consequential damages arising from your participation in this program or your use of any AI tools or technologies discussed.