

## **Return & Refund Policy**

Updated at 2023-02-16

### Definitions and key terms

To help explain things as clearly as possible in this Return & Refund Policy, every time any of these terms are referenced, are strictly defined as:

-Company: when this policy mentions "Company," "we," "us," or "our," it refers to FULL ARCH CLUB (ETAPA VANGUARDA, LDA), that is responsible for your information under this Return & Refund Policy.

-Customer: refers to the company, organization or person that signs up to use the FULL ARCH CLUB Service to manage the relationships with your consumers or service users.

-Device: any internet connected device such as a phone, tablet, computer or any other device that can be used to visit FULL ARCH CLUB and use the services.

-Service: refers to the service provided by FULL ARCH CLUB as described in the relative terms (if available) and on this platform.

-Website: FULL ARCH CLUB."s" site, which can be accessed via this URL:  
[www.fullarchclub.com](http://www.fullarchclub.com)

-You: a person or entity that is registered with FULL ARCH CLUB to use the Services.

-Course fee: The total amount due for a course (VAT excluded).

-Deposit fee: The amount paid when reserving a seat in one of our courses (VAT excluded).

-Remaining Amount: The difference (in Euros), between the Deposit Fee and the Course fee (VAT excluded).

### Return & Refund Policy

Thanks for joining FULL ARCH CLUB. We appreciate the fact that you like the services we provide. We also want to make sure you have a rewarding experience while you're exploring, evaluating, and purchasing our products and services.

As with any shopping experience, there are terms and conditions that apply to transactions at FULL ARCH CLUB. We'll be as brief as our attorneys will allow. The main thing to remember is that by placing an order or making a purchase at FULL ARCH CLUB, you agree to the terms set forth below along with Policy.

If there's something wrong with the product or service you bought, or if you are not happy with it, you will not be able to issue a refund for your item or service.

### Refunds and cancellations

We at FULL ARCH CLUB commit ourselves to serving our customers with the best service possible. Every single course that you choose is thoroughly planned with utmost care. We do this to ensure that you have the best educational experience in the field.

We follow certain policies to ensure transparency, efficiency and quality customer care.

If you bought a course and paid the Deposit fee and you are unable to come in the planned date and:

*a) you inform us 90 days prior to the course date:*

We will re-schedule your participation for the next available date. The Remaining Amount is charged at the moment of the re-scheduling.

If there is no available date, or if the next available date doesn't suit your schedule, or if you do not pretend to re-schedule, no re-schedule will occur and you will lose your Deposit fee.

*b) you inform us with less than 90 days prior to the course date:*

No rescheduling will be done and you will lose your Deposit fee.

In all occasions:

- We DO NOT provide refunds once your purchase our services.
- If you reschedule to a new edition that has a price different than your original price, you will be charged the new price, and NOT the original price.
- We DO NOT allow returns on sold products - online or in retail outlets.
- We DO NOT accept returned goods, as we believe that customers should get the best quality products.
- Refunds are NOT given for any purchases made - be they online or in retail store.
- We DO NOT encourage exchanges of our products.
- We DO NOT engage in reselling used products and discourage the same, because we cannot ensure the best quality products for our customers.

### Your Consent

By using our website, registering an account, or making a purchase, you hereby consent to our Return & Refund Policy and agree to its terms.

### Changes To Our Return & Refund Policy

Should we update, amend or make any changes to this document so that they accurately reflect our Service and policies. Unless otherwise required by law, those changes will be prominently posted here. Then, if you continue to use the Service, you will be bound by the updated Return & Refund Policy.

## Contact Us

If, for any reason, You are not completely satisfied with any service that we provide, don't hesitate to contact us and we will discuss any of the issues you are going through with our product.

-Via Email: [info@fullarchclub.com](mailto:info@fullarchclub.com)

-Via this Link: [www.fullarchclub.com](http://www.fullarchclub.com)

-Via this Address: Rua Dr. Rui Acacio Luz, Lote 10, Leiria, Portugal