

Refund Policy



Effective Date: May 2026

Business Name: Assess Consulting & RTO Standards 2025

Website: www.assessconsulting.co.au www.rtostandards2025.com.au

Contact Email: compliance@assessconsulting.com.au

Phone: 0438651227

Assess Consulting & RTO Standards 2025 is committed to fair and transparent business practices in accordance with Australian Consumer Law.

Consulting Services

Consulting fees are generally non-refundable once:

- work has commenced;
- services have been delivered;
- advice or documents have been provided.

Where projects are cancelled:

- fees for completed work remain payable;
- deposits may be non-refundable.

Digital Products and Downloads

Due to the nature of downloadable products, refunds are generally not provided after:

- download access;
- electronic delivery;
- template access.

Exceptions may apply where required under Australian Consumer Law.

Training and Workshops

Cancellation requests:

- more than 7 days prior may receive credit or partial refund;
- within 7 days non-refundable.

Substitutions may be permitted.

Australian Consumer Law

Nothing in this policy excludes consumer guarantees under Australian Consumer Law.

Customers may be entitled to remedies where services or products fail consumer guarantees.

Refund Requests

Refund requests must be submitted in writing to:

compliance@assessconsulting.com.au; compliance@rtostandards.com.au

Requests should include:

- name;
- invoice number;
- date of purchase;
- reason for request.