

Infinity Beauty Academy

Refund & Returns Policy • ABN: 96 245 899 872

At Infinity Beauty Academy, we aim to provide high-quality training courses and beauty supplies. Under the Australian Consumer Law (ACL), you are entitled to certain guarantees when purchasing products or services from us.

1. Online Courses & Digital Training Content

- **Accessing Course Content:** Once you purchase an online course and activate, access, or view the online theory and training portal, the course material is deemed to have been accessed and consumed in full.
- **Change of Mind:** In accordance with Australian Consumer Law, we do not offer refunds for change of mind once course access has been granted or activated. Please review course outlines, requirements, and prerequisites carefully prior to booking.
- **Exceptions / Faulty Delivery:** If there is a major technical failure on our platform that prevents you from accessing your training and we cannot resolve the issue within a reasonable timeframe, you are entitled to a remedy under Australian Consumer Law.

2. Physical Goods & Kits

If your course or order includes physical items (e.g., student kits or beauty equipment):

- **Eligibility for Return (Change of Mind):** Return requests for change of mind on unopened physical products are handled at our discretion and must be made within 14 days of receipt. Items must be unused, unopened, in their original packaging, and in the same condition as received. Return shipping costs are the customer's responsibility.
- **Proof of Purchase:** A receipt or valid proof of purchase (such as a bank statement or order number) is required for all returns.
- **Faulty or Damaged Items:** If an item in your kit arrives damaged or defective, please notify us as soon as possible with details and photos of the issue. We will repair, replace, or refund faulty items in accordance with your statutory rights under the ACL.

3. Exempt & Non-Returnable Items (Change of Mind)

The following items cannot be returned for change of mind due to hygiene, safety, and digital copyright standards:

- Digital downloads, downloadable manuals, and online course modules once accessed.
- Opened or used cosmetic products, consumables, adhesives, or sanitary beauty supplies.
- Gift cards.

4. Refund Process

- Once your return request or returned physical item is received and inspected, we will notify you via email regarding the approval or status of your refund.
- If approved under Australian Consumer Law or store terms, your refund will be processed back to your original method of payment within a reasonable timeframe.

5. Need Help? For any questions regarding our courses, kit deliveries, or return requests, please contact us via email at infintybeautyac@gmail.com or call **0480316758**.