



SAFECHEMEDU REFUND, ACCESS & DELIVERY POLICY

Version 1.0

Effective Date: 1 July 2026

Business Name: SafeChemEdu

Website: www.safechemedu.com.au

Contact: info@safechemedu.com.au

Refund, Access & Delivery Policy

This Refund, Access & Delivery Policy governs the purchase, delivery, access, cancellation, and refund arrangements for SafeChemEdu products and services.

This Policy should be read together with the SafeChemEdu Terms & Conditions, Copyright & Use Policy, Facilitator Licence Agreement, Disclaimer & Limitation of Liability, and Privacy Statement.

By purchasing, accessing, downloading, or using SafeChemEdu products or services, you agree to this Policy.

1. Product Categories

This Policy applies to:

- Online courses
 - LMS enrolments
 - Companion Bundles
 - Digital downloads
 - Implementation Kits
 - Facilitator Packs
 - Organisation Licences
 - Institution Licences
 - Books and publications
 - Consulting and support services
 - Other products or services offered by SafeChemEdu
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2. Digital Product Delivery

Digital products may be delivered through:

- Direct download
- Learning Management System (LMS) access
- Secure download links
- Email delivery
- Customer account access

Delivery generally occurs automatically following successful payment.

Delivery times may vary depending on system availability and payment verification requirements.

3. LMS Access Periods

Unless otherwise specified at the time of purchase:

Individual Learners

Course access is provided for:

12 months from enrolment date

during which learners may:

- Access course content
- Download authorised resources
- Complete assessments
- Obtain certificates (where applicable)

Companion Bundles

Where Companion Bundles include LMS access, access remains available for:

12 months from enrolment date

unless otherwise stated.

Organisation and Institution Licences

Organisation and Institution licences are governed by the specific licence agreement issued at the time of purchase.



Access periods may vary depending on the licence purchased.

4. Downloadable Resources

Purchased downloadable resources should be downloaded promptly following purchase.

SafeChemEdu recommends purchasers maintain their own backup copies.

SafeChemEdu reserves the right to update, replace, modify, or discontinue downloads at any time.

5. Books and Physical Products

Physical products are shipped to the address provided by the purchaser.

Estimated delivery times are indicative only and may vary depending on:

- Location
- Shipping provider
- Customs processing
- Public holidays
- Events outside SafeChemEdu's control

Risk in physical goods passes to the purchaser upon delivery.

6. Consumer Guarantees

Nothing in this Policy excludes, restricts, or modifies rights available under applicable consumer protection laws, including the Australian Consumer Law where applicable.

Where required by law, SafeChemEdu will provide remedies for products or services that:

- Are defective
 - Are not delivered as described
 - Fail to meet applicable consumer guarantees
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7. Refund Eligibility – Digital Products



Due to the nature of digital products, refunds are generally not available where:

- Materials have been downloaded
- LMS access has been granted
- Course content has been accessed
- Digital resources have been delivered

However, SafeChemEdu may consider refunds where:

- Duplicate purchases occur
- Technical issues prevent access
- Incorrect products are supplied
- A purchase was made in error and access has not been used

Refund requests will be assessed on a case-by-case basis.

8. Refund Eligibility – Online Courses

Refund requests for online courses may be considered where:

- The request is made within 14 days of purchase; and
- Less than 10% of the course content has been accessed; and
- No certificate has been issued.

Refund requests may be refused where substantial course access has occurred.

9. Duplicate Purchases

If a purchaser accidentally purchases the same product more than once, SafeChemEdu may provide:

- A refund of the duplicate purchase; or
- Credit toward another SafeChemEdu product.

Requests should be submitted as soon as possible following the duplicate transaction.

10. Failed Downloads

If purchased resources cannot be downloaded due to technical issues, SafeChemEdu will make reasonable efforts to:



- Reissue download links
- Provide alternative download methods
- Restore access where possible

Failed downloads alone do not automatically qualify for a refund where access can be restored.

11. Account Access Issues

Where users experience account access problems, SafeChemEdu will make reasonable efforts to:

- Reset passwords
- Restore account access
- Correct enrolment issues
- Resolve technical access problems

Refunds are generally not provided where access issues can reasonably be resolved.

12. Companion Bundles

Companion Bundles typically include multiple digital components.

Where any component of a Companion Bundle has been accessed, downloaded, or used, partial refunds may not be available.

Refund requests will be assessed based on the circumstances of the purchase.

13. Facilitator Packs and Implementation Kits

Because Facilitator Packs and Implementation Kits include intellectual property, templates, resources, and licensed materials, refunds are generally not available once access or download has been provided.

Exceptions may apply where:

- Files are defective
- Incorrect materials are supplied
- Delivery cannot be completed



14. Organisation and Institution Licences

Organisation and Institution licences often involve:

- Custom access arrangements
- Special pricing
- Multiple users
- Administrative configuration

Unless otherwise agreed in writing, Organisation and Institution licence fees are generally non-refundable after licence activation.

Specific cancellation terms may be included within the applicable licence agreement.

15. Organisation Licence Cancellations

Where an Organisation or Institution licence includes recurring payments:

- Cancellation requests must be submitted in writing.
 - Access remains active until the end of the paid period.
 - No refunds are generally provided for unused portions of the licence term.
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16. Consulting and Support Services

Consulting, implementation support, facilitation, coaching, mentoring, and advisory services may be cancelled with reasonable notice.

Where work has already been completed, SafeChemEdu reserves the right to charge for services performed prior to cancellation.

17. Chargebacks and Payment Disputes

Purchasers are encouraged to contact SafeChemEdu before initiating a chargeback or payment dispute.

Where a chargeback is initiated:

- Access may be suspended.



- Licences may be temporarily disabled.
 - Download access may be removed pending investigation.
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18. Requests for Refunds

Refund requests should be submitted to:

info@safechemedu.com.au

Requests should include:

- Purchaser name
- Order number
- Product purchased
- Reason for request
- Supporting information where relevant

SafeChemEdu will review requests within a reasonable timeframe.

19. Policy Changes

SafeChemEdu may update this Policy from time to time.

Updated versions will be published on the website and become effective upon publication unless otherwise stated.

20. Contact

SafeChemEdu

Website: www.safechemedu.com.au

Email: info@safechemedu.com.au

21. Governing Law

This Policy is governed by the laws of Queensland, Australia.

End of Refund, Access & Delivery Policy