



## REFUND AND CANCELLATION POLICY

### Overview

Enterprise DNA training and resources are accessed through Membership and Center of Excellence. We operate through a pre-payment policy. Once payment of membership is affirmed through the website or transfer of funds, access to the Education Platform and Support Forum are granted to the member.

Our payment and refund policy are stated in the [Enterprise DNA Terms of Service](#) as follows:

#### **General Terms**

*Optional paid services or upgrades may be available on the Website. When utilizing an optional paid service or upgrade, you agree to pay Enterprise DNA the monthly or annual subscription fees indicated. Payments will be charged on a pre-pay basis on the day you begin utilizing the service or upgrade and will cover the use of that service or upgrade for a monthly or annual subscription period as indicated. These fees are not refundable.*

Cancellation policy as stated in the [Enterprise DNA Terms of Service](#):

#### **Automatic Renewal**

*Unless you notify Enterprise DNA before the end of the applicable subscription period that you want to cancel a service or upgrade, your subscription will automatically renew and you authorize us to collect the then-applicable annual or monthly subscription fee (as well as any taxes) using any credit card or other payment mechanism we have on record for you. Subscriptions can be canceled at any time.*

## Policy Guidelines

1. Lifetime members requesting for cancellation of account may do so by deleting their account.
2. Members subscribed for a year are allowed to cancel their subscription after one year.
3. Members subscribed to a monthly plan are allowed to cancel their subscription after their 12th month subscription.
4. Members who fail to pay their monthly subscription after three consecutive billing attempts, will lose their access to the Enterprise DNA Education Platform.
5. All members who cancel or lose their membership due to non-payment, will likewise lose their access to the Support Forum.
6. If for valid reason you wish to cancel your membership and would like to process a refund, you may do so within 30 days after purchase.
7. All communication regarding cancellation requests and failed billing attempts are done via email.



## COMPLAINT RESOLUTION POLICY

### Overview

Enterprise DNA is committed to providing top-notch training on Power BI through our membership that gives access to our tutorial, resources and support community. As an online training, we are aware of the limitations of knowledge and skills that we impart to our students. We express our website limitations and implemented user restrictions in our [Website Terms and Conditions of Use](#).

If for some reason the stated terms do not satisfy our members, complaints may be raised through the [Education Platform's Contact page](#) or [Enterprise DNA's Contact Us](#) page where all concerns are being addressed by Enterprise DNA's operations team. Concerns may likewise be sent via email to [info@enterprisedna.co](mailto:info@enterprisedna.co)

### Definition of Complaint

Complaint is an expressed dissatisfaction by members or subscribers relating to their membership or subscription to any of our products.

*Types of complaint that may be filed:*

1. Billing-related
2. Inaccessible tutorial videos and resources
3. Inaccessible account

## Filing A Complaint

*To file a complaint, a member may do the following:*

- Send a message in the Contact section of the Enterprise DNA Education Platform
- Send a message through the Contact Us page in any of our websites
- Posting in the Feedback category of the Enterprise DNA Forum
- Email [info@enterprisedna.co](mailto:info@enterprisedna.co)

Within 24 hours, during business days, the complaint will be addressed via email.



**ENTERPRISE DNA**

# PROGRAM CANCELLATION

## Overview

All Enterprise DNA courses are available via membership and can be accessed on-demand. Enterprise DNA reserves the right to remove any program that is no longer relevant to the learning pathway of our students

## Notice of Program Cancellation

Modules/programs normally don't get cancelled unless it is deemed outdated and irrelevant to the learning pathway of our students. If such a case happens, students shall be notified via email.

Given the nature of our membership offering, no refund will be given to any changes made to the courses.

Concerns regarding cancellation/removal of lectures or courses can be raised through the complaint forum.