

Refund Policy

Right of Withdrawal: You have the right to withdraw from this contract within 14 days after the date of purchase without giving any reason, provided that no services have commenced. To exercise this right of withdrawal, you must inform us of your decision before the 14-day period expires and before any services have begun.

Refund Before Service Commencement: If you exercise your 14-day right of withdrawal in accordance with the above terms before any service provision has started, including consultations, courses, and other services, you will receive a full refund of any amounts paid.

Refund Procedure:

To initiate a refund process, please contact us via help@careerum.com. We will review your request and contact you to clarify the details of the refund procedure. Note that the request for a refund must be submitted in accordance with the refund deadlines specified above.

Refund Processing Times:

Once your refund request has been received and confirmed, we will process the refund using the same payment method used for the original transaction, within 14 business days. Please note that the time it takes for the refund to appear in your account may vary depending on the policies of your bank or payment service provider.

Digital Services Specificity:

Please be aware that the right of withdrawal does not apply to contracts for the supply of digital content that is not provided on a tangible medium if the performance has begun with the consumer's prior express consent and his acknowledgment that he thereby loses his right of withdrawal.

Exceptions to the Right of Withdrawal:

Exceptions apply to online courses and other forms of digital content after access has been granted to the consumer with their explicit consent to begin performance of the contract before the end of the 14-day withdrawal period.