

OneSource Academy - Monthly Subscription Plan

Payment Terms & Refund Policies

1. Subscription Model

The Academy online subscription is offered on a monthly basis, providing users with unlimited access to eligible eLearning content. Subscriptions are billed at 49 EUR per user per month and renewed automatically each month unless cancelled.

2. Payment Terms

- **Billing Cycle:** Charges are processed at the beginning of each monthly cycle with reference to the initial subscription date.
- **Payment Methods:** Accepted methods include online payment, e.g., credit/debit cards, Stripe.
- **Auto-Renewal:** Subscriptions are renewed automatically unless cancelled before the next billing date.
- **Failed Payments:** If a payment fails, access may be temporarily suspended until payment is successfully processed. Users will be notified and given a grace period to resolve the payment issues.

3. Cancellation

- Users may cancel their subscription at any time via their account settings.
- Cancellation takes effect immediately, and access to Academy content will be revoked at the time of cancellation.
- No partial refunds will be issued for unused time within the billing cycle.

4. Refund Policy

Due to the nature of digital content delivery, refunds are generally not available once access has been granted. However, refunds may be considered under the following exceptional circumstances:

4.1. Eligible Refund Cases

- **Duplicate Purchase:** Accidental multiple subscriptions for the same user account.
- **Technical Issues:** Persistent inability to access content due to unresolved technical errors, despite support intervention.
- **Unauthorized Transactions:** Fraudulent or unauthorized purchases (subject to verification).

4.2. Non-Refundable Situations:

The refund is not applicable to all cases except for the ones mentioned in 4.1.

4.3. Refund Request Process

To request a refund, please:

- Submit your request within 7 days of the monthly charge date.
- Include the following information in your request:
 - User account email and invoice number
 - Reason for the refund request
 - Any relevant supporting documentation (e.g., screenshots, error messages)
- Send your request to: supportacademy@bureauveritas.com

Your request will be reviewed within 5 business days from the date of submission. If approved, the refund will be processed via the original payment method. Funds typically reach your account within 5 to 10 business days following approval, depending on your payment provider.

5. Policy Updates

Bureau Veritas reserves the right to update these terms and conditions at any time. Continued use of the Academy service constitutes acceptance of the latest version of this policy.