

Refund Policy for Online Professional Development Products

At Speech & Swallowing Specialists of KC, we are committed to providing high-quality professional development content to support your growth. Please read the following refund policy carefully to understand your rights and our obligations regarding refunds for digital course purchases.

1. Refund Eligibility

Refund requests must be submitted within **7 calendar days from the date of purchase**.

2. Downloadable Materials

Any **downloadable resources or materials** included in a course package are non-refundable due to the proprietary nature of the content.

3. Technical Issues

If you encounter technical problems that prevent you from accessing the course and those issues cannot be resolved within a reasonable timeframe, you may be eligible for a refund. Contact us at **info@sasskc.com** with a description of the issue and any relevant screenshots or documentation.

4. Exchange and Credit

As an alternative to a refund, eligible customers may choose to receive **store credit or a course exchange** for future professional development products.

5. Processing and Transaction Fees

Please note that certain payment processing and transaction fees may be non-refundable, depending on the policies of the third-party payment processors we use.

6. Non-Transferable Access

All course purchases are for **individual, non-transferable access**. Sharing login credentials or course access with others violates our terms of service and disqualifies the purchase from refund eligibility.

7. Submitting a Refund Request

To request a refund, please contact us at info@sasskc.com with your name, order number, and the reason for your request. We may require additional information to verify your eligibility. Refunds are processed within **7-10 business days** of approval and will be issued to the original payment method.

8. Policy Updates

We reserve the right to modify or update this refund policy at any time. Changes will be posted on this page with a new effective date. Continued use of our services following any changes constitutes acceptance of the revised policy.