

REFUND POLICY

CanadaCitizenshipPrep.ca

Effective Date: July 2026

Refund Policy

Welcome to **CanadaCitizenshipPrep.ca**.

This Refund Policy explains when refunds may be available for purchases made through our website.

1. Free Access Period

CanadaCitizenshipPrep.ca may offer free access to some or all of its educational content for a limited promotional period.

During this period:

- No payment is required to access the free content.
- No refunds apply because no purchase has been made.

2. Premium Membership

When Premium Membership becomes available, users may purchase access to additional features and content.

Premium features may include:

- Full practice test library
- Advanced exam simulations
- Progress tracking
- Exclusive study materials
- Additional learning tools

The features included with each membership plan will be clearly described before purchase.

3. Subscription Payments

If Premium Membership is offered as a recurring subscription:

- Subscription fees will be charged according to the selected billing plan.
- Renewal dates and pricing will be shown before payment.
- Users may cancel future renewals at any time through their account or payment provider, subject to the terms in effect.

Cancellation stops future billing and does not automatically generate a refund for payments already processed, unless required by law or stated in this policy.

4. Refund Eligibility

Refund requests may be considered when:

- A user is charged more than once for the same purchase due to a billing error.
- A technical issue on our side prevents access to purchased premium content and we are unable to resolve the issue within a reasonable time.
- A refund is required under applicable consumer protection laws.

Each request will be reviewed individually.

5. Non-Refundable Situations

Refunds are generally **not** available for:

- Change of mind after purchase.
- Failure to use the service.
- Lack of internet access or incompatible devices.
- Incorrect purchases made by the user.
- Suspension or termination of an account due to violations of our Terms & Conditions.

6. Technical Issues

If you experience a technical problem with your purchase, please contact us before requesting a refund.

In many cases, technical issues can be resolved quickly without the need for a refund.

7. Requesting a Refund

To request a refund, please contact us through the **Contact Us** page and include:

- Full name
- Email address used for the purchase
- Date of purchase
- Order or transaction number (if available)
- Description of the issue

Providing complete information helps us review your request more efficiently.

8. Processing Time

If a refund is approved:

- Refunds will be issued to the original payment method whenever possible.
- Approved refunds are typically processed within 5–10 business days, although the exact timing depends on your payment provider or financial institution.

9. Changes to This Policy

We may update this Refund Policy from time to time.

The latest version will always be available on CanadaCitizenshipPrep.ca.

Contact Us

If you need assistance, have technical questions, or wish to report an issue, please use our **Contact Us** page or email us at hello@canadacitizenshipprep.ca.

CanadaCitizenshipPrep.ca

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Next Review: July 2027

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