



Refund and Cancellation Policy

Salyent Pty Ltd

Webinar Returns, Refunds & Cancellations:

If you are unable to attend a webinar, you may cancel up to the scheduled time of the event and receive a full refund.

When cancelling an individual webinar purchased with discounted bundle pricing, your original savings will be forfeited.

Refunds for a webinar will not be given for no shows.

As an alternative to a refund, you can substitute a registration for a future live webinar, or to access the recorded webinar.

In the rare event that a webinar is cancelled or postponed due to unanticipated circumstances, registrants will be notified immediately and given the opportunity to either transfer their registration to another webinar or obtain a refund.

Webinar Subscriptions:

Unlimited Webinar Packages can be cancelled and fully refunded within 14 days of date of purchase provided that you have not registered for more than one program using the Unlimited Package, or downloaded articles and other content.

There are no refunds after the 14-day period or after more than one program registration.

The Unlimited Webinar Pass cannot be cancelled once the user has attended more than one webinar.

Books:

If for any reason you are not satisfied with your book purchase, it can be returned within 30 days of shipment. Please email us at info@salyent.com to initiate your return and obtain a Return Merchandise Authorization (RMA). All return shipments must be accompanied by an RMA to receive credit and a refund.

To receive a credit/refund, all returned items must be in their original condition and shrink-wrapped products must be unopened. Please place the item you would like to return in sturdy shipping packaging. We recommend you return your items using an insured and trackable method.

If the return does not meet the required criteria, the book will not be provided back to the customer. If you require further assistance, please call 03 9995 1379 Monday-Friday, 8 a.m. to 5 p.m. AEST.

Customer Satisfaction

We do take your satisfaction to our Webinars seriously. Should you are unsatisfied with our Webinars, please contact us at info@salyent.com, or give feedback via our feedback form.