ASTRA Ready

ASTRA LIBRARY

Refund policy

Version 1.1 - 1 October 2026

hello@astraready.com - www.astraready.com

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Version 1.1 - 1 October 2026 - Issued by ASTRA Ready

1. The rule

Purchases from ASTRA Ready are not refundable. This applies to examination vouchers, programme access, bundles and partner purchases, whether bought directly or through an authorised partner, and whether or not the purchase has been used.

2. Why

An examination voucher carries a monetary value that can be passed from one holder to another. Refunding vouchers would allow a voucher to be resold and then refunded, which damages every honest candidate and every honest partner. For the same reason a voucher is locked to the account or candidate email it is issued to.

3. Validity, not refunds

Every voucher states the date it is valid until, and that date is fixed from the day of purchase. A voucher that is not used before that date expires and holds no value. Validity is not extended, transferred or exchanged for credit. We send expiry reminders 30 days and 7 days before the date.

4. Transfers

A voucher cannot be transferred to another person once it has been issued to a named candidate email. A partner may assign an unassigned voucher to a candidate at any time within its validity; once assigned, that assignment is final.

5. Where we are at fault

If a technical failure on our side stops you completing an examination, you get a free retake at no cost. If we cancel an examination you have booked, you get a replacement voucher of the same validity. These are replacements, not refunds, and no money is returned.

6. Cancelled or revoked results

A result withheld or cancelled for misconduct, or a credential revoked, carries no refund and no replacement. The appeal route is in the Appeals and complaints policy.

7. Duplicate payments

A payment taken twice for the same purchase in error is returned in full. This is a correction of a mistaken charge, not a refund of a purchase.

8. Questions

Email hello@astraready.com. We acknowledge within 2 working days.