ASTRA Ready

ASTRA LIBRARY

# Refund policy

Earlier edition - 29 September 2026

hello@astraready.com - www.astraready.com

# Refund policy

Effective 29 September 2026 - Edition 1.0

## You can get a full refund if

- Exam voucher: you ask within 14 days of purchase and have not started any exam attempt with it.
- Course purchase: you ask within 14 days of purchase and have completed no more than 2 chapters.
- Our fault: a technical failure on our side stops your exam and we cannot give you a free replacement attempt within your voucher's validity.
- Something we sold does not work as described, whatever the date.

## No refund for

- A voucher once any exam attempt has started with it, including the free retake that comes with it.
- A voucher that has expired. Validity dates cannot be extended.
- A sitting cancelled, or a credential revoked, for breaking the exam rules.
- Partial use of a bundle. A bundle is refunded in full under the conditions above, or not at all.
- Vouchers supplied by a training partner, college or employer: refunds are handled under that organisation's agreement with us. Please contact the organisation that gave you the voucher.
- Free vouchers, such as beta or replacement vouchers.

## How to ask

Email hello@astraready.com from the email address on your account, with your order number. We confirm within 48 hours and pay approved refunds to your original payment method within 7 working days. There is no cancellation fee. A refunded voucher is cancelled and can no longer be used.

## Technical problems during an exam

If a problem on our side stops you finishing, you get a free replacement attempt. Report it within 24 hours to hello@astraready.com.