



TERMS AND CONDITIONS

Refund policy for purchase of merchandise and publications

NAVA does not provide a refund or exchange for change of mind.

If an item is found to be faulty, has significant defects, is significantly different to the image or description provided, or is unsafe, a full refund or exchange will be provided.

Please keep your receipt as proof of purchase.

Cancellation and refund policy for NAVA Connect courses

If the participant cancels enrolment 14 days or more prior to the course start date there is no cancellation fee and the full amount will be refunded.

If the participant cancels enrolment six to 13 days prior to the course start date there is a 10% cancellation fee, the remainder will be refunded.

If the participant cancels 5 or less days prior to the course start date or after the course start date there will be no refund given. NAVA Connect courses are in high demand and there will be no refunds of course registration fees once the course has started. Participants are expected to notify NAVA if they no longer wish to continue the course after the course start date. If participants do not notify NAVA that they wish to cancel their participation, and simply do not complete set tasks and activities they will not receive a refund or acknowledgement of course participation.

If NAVA cancels a course a full refund will be given. Participants can choose to transfer to another course in the same semester (provided there are places available in that course) or a credit for the same or different course in the next semester instead of a refund.