

Cancellation and Return Policy

Effective Date: 10.11.2024

This policy applies to the sale of digital content and consulting services through our website.

1. Service Type

We provide access to non-tangible, digital content (e.g. webinars, presentations) and personalized consulting services.

2. Right of Withdrawal

According to Article 15 of the Regulation on Distance Contracts, the Customer does not have the right to withdraw from the contract in the following cases:

- The service was fully performed with your prior consent before the withdrawal period expired.
- Access to digital content was provided immediately upon purchase and you expressly agreed to waive your right of withdrawal.

Upon confirming your order, you acknowledge that you waive the right of withdrawal under these exceptions.

3. Cancellations Before Service

If you request a cancellation before the service is delivered, a full or partial refund may be issued at our discretion, based on administrative and processing costs. All cancellation requests must be made in writing to: info@key.study.

4. Non-Attendance

Failure to attend or access the service at the agreed time does not entitle the Customer to a refund.

5. Rescheduling

If the service is postponed by the Company due to force majeure or operational issues, an alternative date will be proposed. If not accepted, the Customer is entitled to a full refund.

6. Contact

For all inquiries or refund requests, please contact:

KEYSTUDY GLOBAL DANIŞMANLIK LİMİTED ŞİRKETİ

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