



## Refunds Policy

### Scope

This refunds policy is applicable to the following categories of card payments made to RSL Awards Ltd:

- Online Entry for
  - Graded Music Exams
  - Music Theory Exams
  - Music Production Exams
  - Vlogging Exams
  - Podcasting Exams
  - Professional Diplomas
- Shop purchases
- Learning Platform subscriptions
- Payment links sent by RSL Awards Ltd staff, including fees for Enquiries about Results / Appeals

### Cooling-off period

The paid amount will be refunded if the purchase is cancelled by the customer within 14 days from the date of purchase. The following exceptions apply:

- Professional Diplomas: An administration fee of £20 and £50 for each unit for which the Learner has submitted Assessment Evidence will be deducted before the refund is given
- Shop purchases: No refunds are given for digital download products, unless there is evidence that the product has not been downloaded
- Graded Music, Music Theory & Music Production Exams: A refund will not be given once the exam has been scheduled and notified to the customer
- Vlogging, Podcasting: A refund will not be given if coursework has been submitted

### Refunds

No refunds are given after the cooling-off period. The following exceptions apply:

- Shop purchases: A full refund will be given if the customer has already paid for the goods which we cannot subsequently supply
- Graded Music Exams: A full refund will be given for Face-to-Face exam booking if we are unable to offer an exam slot
- All exams and qualifications: If RSL cancel the registration due to withdrawal of the qualification from the Ofqual Register of Regulated Qualifications or due to RSL being subject to regulatory sanctions which prevent it from offering the qualification or awarding the Qualification Award, a full refund will be given
- Enquiries about Results / Appeals: Refunds will be given in line with the provisions of RSL's Complaints, enquiries and appeals policy
- All products: On application by the customer, refunds may be given at the discretion of RSL Awards Ltd Senior Management

### Subscription refunds

Neither full nor partial refunds will be given if the subscriber cancels the subscription prior to the expiry date.