

Refund and Returns Policy

At OPAL Teacher Training, we strive to provide our customers with high-quality courses and digital products that meet their needs and expectations. We understand, however, that there may be times when a customer is not completely satisfied with their purchase or needs to return a product. To ensure that our customers are informed of their rights and to comply with EU and Croatian law, we have developed this Refunds and Returns Policy. This policy outlines the conditions under which we will issue refunds or accept returns, as well as the procedures for making a refund or return request. We encourage you to review this policy carefully and to contact us if you have any questions or concerns.

1. Course Fee Refunds

OPAL Teacher Training wants you to be completely satisfied with your purchase of our courses. If for any reason you are not satisfied with a course you have purchased, you may request a refund within 14 days of the purchase date. However, if you have accessed more than 50% of the course content or have already earned a certificate of completion, you will not be eligible for a refund.

To request a refund, please email hello@opalteachertraining.com with your order details and the reason for the refund request. We will review your request and respond to you within 7 business days.

2. Digital Product Refunds

If you purchase a digital product, such as an ebook or teaching resource, and are not satisfied with your purchase, you may request a refund within 14 days of the purchase date. To be eligible for a refund, the digital product must not have been downloaded or accessed.

To request a refund for a digital product, please email hello@opalteachertraining.com with your order details and the reason for the refund request. We will review your request and respond to you within 7 business days.

3. Returns

For physical products, such as books or teaching materials, we will accept returns within 14 days of purchase if the product is damaged or defective upon receipt. To request a return, please email hello@opalteachertraining.com with your order details, the reason for the return, and a photo of the damaged or defective product. We will review your request and provide instructions on how to return the product.

4. EU and Croatian Law

This Refunds and Returns Policy is in accordance with EU and Croatian law, which grants consumers a right of withdrawal within 14 days of purchase for distance contracts, such as those entered into via the internet. The right of withdrawal may not apply to certain products or services, such as those which have been fully performed, goods that are personalized, or online digital content that has been downloaded and may be subject to other limitations as set out in EU and Croatian law.

5. Submission of complaints

If you have any questions or concerns about this Refunds and Returns Policy or would like to submit a complaint of any kind, please contact us at hello@opalteachertraining.com

You also have the option of lodging your complaint at The European Online Dispute Resolution (ODR) platform, which is provided by the European Commission to make online shopping safer and fairer through access to quality dispute resolution tools:

<https://ec.europa.eu/consumers/odr/main/?event=main.home2.show>