



Section: Refund Policy

Code No. 052016

Subject: Refunding Subscription Fees

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Last Revision Date : September 2017

Confidential Limitation: None

1 Refund of Subscription(s) Paid

HCAA (Intekai Health and Fitness) estimates expenditure for the provision of services to members before the beginning of the programme. These expenses which are not subject to change at short notice, as once the member is registered; funds are invested to accommodate her/him.

For this reason, members who cancel their registration prior to the beginning of the programme, or withdraw once the first meal assignment is sent typically will not get refunds, except for the reasons outlined below.

- Unable to pursue, due to death of Sponsor
- Confirmed over payment

2 Members who pay subscription fees via paypal, credit card or cash

Members who pay their subscription fees in full and request to withdraw from the programme should pay special attention to the following section:

Five Thousand Dollars (JA\$5,000 or US\$50) is retained by the academy to take care of all processing and administrative costs associated with the acceptance of the member, despite the reasons for the withdrawal. Upon approval by the CEO, the following percentage of fees can be refunded based on the time period that members withdraw from the programme:

- a) 75% of fees refunded after week 1
- b) 25% of fees refunded after week 2

PLEASE NOTE THAT THE PERCENTAGE REFUNDS ARE ALL AT THE DISCRETION AND APPROVAL OF THE BOARD OF DIRECTORS. SUBSCRIPTIONS ARE TYPICALLY NOT REFUNDED.

3 Other Members who are not entitled to refunds

- ITK Members who have received at least one assignment and start-up information
- ITK Members who have received at least one assignment in a month that they decide to take a break
- ITK Members who have received at least one assignment in a month and have not reported or responded to ITK Representatives
- ITK Maintenance members
- ITK Members who are expelled or suspended

4 Refund Form

If a member needs to cancel his/her registration or withdraw because of reasons stated above he/she must do this in writing by completing the Refund Form. Ignoring e-mail reminders or non-payment for a month or two does not constitute an official notification or approval of withdrawing from the programme. A written approval must be given after the Refund form is completed. This exercise must be completed within two (2) weeks.

5 Procedures

- A completed Refund Form must be sent to intekaiacademy@gmail.com along with the proof that a sponsor has died or explanation for the refund
- The Board of Directors assesses the request, and signs his/her approval or not
- A written response is returned to the Member once a decision is made
- **A record is kept of all refunds made**
- **N.B** Informing a Coach or the Office of withdrawal from the programme does not constitute notification nor approval and will have no bearing on a refund
- Members who have participated in the Wave Diet for two weeks, are suspended or expelled will not receive a refund despite the reasons for the withdrawal.

6 Cancellation or Suspending ITK Subscription

Members who wish to cancel or suspend their ITK Subscription must contact the billing department at billing@intekaiacademy.org or call 516-395-9015 (*WhatsApp#*).

Cancellations or Suspensions must be made **before** the recurring date. If the request is made after a payment has gone through, members will retain a credit on their account, once the request is made.

HCAA LLC (INTEKAI HEALTH AND FITNESS ACADEMY)

307 SAINT MARKS AVENUE, FREEPORT, NEW YORK, 11520

REFUND FORM

NAME:

(Please Print) (Surname) (First) (Middle)

CONTACT No.: _____ / _____ / _____
(Home) (Office) (Mobile)

NAME OF PROGRAMME:

Please select the box that applies to you:

- SPONSORED PRIVATE SELF

NAME OF PAYEE:

PERSON/ORGANIZATION CHEQUE TO BE MADE PAYABLE TO

Kindly refund me the sum of _____ Dollars

(\$ _____) which represents the amount paid/deposited for the subscription for the above programme less JA\$5,000/US\$50 administrative fees.

The refund is sought for the reason(s) outlined below: - (Please tick the box which applies):

- Unable to pursue, due to death of Sponsor
 Other

Please provide explanation in the lines below & evidence of death or reasons for the withdrawal.

SIGNATURE: _____

DATE: _____/_____/_____
 (Day) (Month) (Year)

CEO's Comments:

Signature: _____

Date: _____/_____/_____
 (Day) (Month) (Year)