

Refund and Cancellation Policy

Version 2.0 — in force from 23 September 2026

1. About this policy

This policy explains how cancellations, rescheduling and refunds work for coaching sessions, online lessons and digital materials provided by Teacup PSI Information & Technology LLC. It applies whether you book with us directly by email or purchase through our website.

This policy forms part of our Terms and Conditions of Sale, which set out who you are contracting with and the rules that apply to each of our services and products.

2. Your right to cancel

If you are a consumer, you may have a legal right to cancel your booking within 14 days of confirming it, without giving a reason.

If you ask us to start your sessions within that period, and you agree to this when booking, you will lose your right to cancel once the service has been fully provided. If we have delivered only part of the service, you may still cancel and we will refund the part not yet delivered.

To cancel, email admin@teacup-psi-it.us. We will refund you within 14 days, using the same payment method you used.

3. Rescheduling a session

We know that plans change.

- **More than 24 hours' notice:** you can reschedule free of charge. Just let us know.
- **Less than 24 hours' notice:** we ask for 50% of the session fee, because the time has been reserved for you and cannot be offered to someone else at short notice. The remaining 50% stays as credit towards a future session.
- **If you do not attend and do not tell us:** the session is treated as used.
- **Exceptional circumstances:** if you are ill, or something serious happens, please tell us. We will look at each case individually and may reschedule or refund at our discretion.

4. Packages of sessions

Packages must be used within 6 months from the date of purchase.

If you cannot use your remaining sessions in time, contact us before the package expires and we will do our best to extend the period.

Unused sessions are not normally refundable once a package has started, except where you cancel under section 2, or in exceptional circumstances at our discretion.

5. Digital content and downloads

When you buy digital materials, you will be asked to confirm that the download starts immediately and that you understand you lose your right to cancel once it has begun.

Once digital content has been downloaded, it cannot be refunded.

This does not affect your rights if the materials are faulty, incomplete or not as described. In that case, contact us and we will put things right.

6. If something goes wrong

If a session is not provided as described, or if we cancel a session, you are entitled to a full refund for that session.

If you are unhappy with anything, please tell us at admin@teacup-psi-it.us. We will always try to put things right.

Nothing in this policy affects your statutory rights as a consumer, or any rights you have under the buyer protection scheme of your payment provider.

7. Contact us

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