

# Refund & Cancellation Policy

Company: **Scientific Discovery Elements S.R.L.**  
Address: **B-dul Decebal 12, Bl S7, Sc 1, Et 5, Ap 15, CAMERA 1, București, Sector 3, Romania**  
Support email: **office@sde.center**  
Last updated: **November 30, 2025**

## 1. General Principles

This Refund & Cancellation Policy ("Policy") applies to all Services provided by **Scientific Discovery Elements S.R.L.**.

All interview and evaluation sessions ("Sessions") are performed by senior evaluators and require advance payment. Because scheduling a Session reserves dedicated time with a specialist, refunds are limited and subject to the rules below.

## 2. Client Cancellations

### 2.1. Full Refund (100%)

The Client is eligible for a **100% refund** if the cancellation request is made at least **48 hours** before the scheduled Session start time.

Cancellation requests must be submitted in writing to **office@sde.center**.

### 2.2. Partial Refund (50%)

If the Client cancels the Session between **24 and 48 hours** before the scheduled start time, the Client is eligible for a **50% refund**.

### 2.3. No Refund

No refund will be granted under any of the following circumstances, all of which refer explicitly to the **Candidate**, irrespective of who made the payment:

- the **Candidate does not show up** for the scheduled Session ("no-show");
- the **Candidate is more than 15 minutes late**, making the Session impossible to carry out as planned;
- the **Session has begun**, regardless of its duration or whether the Candidate chooses to leave early;
- the **Candidate experiences technical issues** (including but not limited to internet failure, device malfunction, blocked access, missing permissions, incompatible software, microphone or camera failure) that prevent the Session from taking place or being completed.

In all of the above cases, the evaluator's time remains fully allocated, and the Session is considered delivered or irreversibly consumed.

The Client bears full responsibility for ensuring that the Candidate attends the Session on time and meets all technical requirements.

## 3. Company Cancellations

If the Company must cancel a Session for any reason, the Client may choose between:

- a **100% refund**, or
- rescheduling the Session at a mutually convenient time, at no additional cost.

## 4. Rescheduling

The Client may request to reschedule a confirmed Session **once**, provided the request is made at least **24 hours** before the scheduled start time.

Requests to reschedule made less than 24 hours before the scheduled time are treated as late cancellations and are **not eligible for any refund**.

## 5. Subscription Services

For recurring subscription-based Services:

- payments are non-refundable once the billing period has started,
- the Client may cancel future renewals at any time, with effect from the next billing cycle,
- no partial or prorated refunds are provided for unused portions of the current billing period.

## 6. Chargebacks and Disputes

The Company encourages Clients to contact us directly at **office@sde.center** in order to resolve any issue related to billing, service quality, or scheduling before initiating a chargeback or formal dispute.

If a chargeback is initiated after a Session has been delivered or after this Policy has been applied, the Company may:

- suspend or terminate access to current and future Services,
- submit all relevant evidence (communication logs, scheduling records, attendance logs, evaluation metadata) to the payment processor or bank,
- pursue legal remedies where applicable.

## 7. Delivery Confirmation

A Session is considered delivered when the evaluator joins the meeting at the agreed time and the Session begins. Once delivered, the Service is **not eligible for refund**, except where explicitly stated otherwise in this Policy.

## 8. How to Request a Refund

To request a refund in accordance with this Policy, the Client must send an email to **office@sde.center**.

The request must include:

- Client's full name,
- email address used for booking,
- scheduled date and time of the Session,
- a brief explanation of the reason for the request.

Refund requests will be reviewed and processed within **5 business days** from the date of receipt.

## 9. Acceptance

By booking or paying for a Session, the Client acknowledges and accepts this Refund & Cancellation Policy in full.