

## **SERVICE DELIVERY, CANCELLATION, AND REFUND POLICY**

### **1.0 CANCELLATION PRIOR TO SERVICE DELIVERY**

1.1 You will be entitled to cancel your purchase and receive a refund at any point between the date of purchase and the date before the workshop or learning journey starts and no additional fees will be charged from the cancellation. We require a cancellation request to be submitted by emailing us [submit@youngfilmmaker.com.my](mailto:submit@youngfilmmaker.com.my).

1.2 Once the cancellation request is received, a full refund will be initiated. We would advise a cancellation request within 12 hours upon your order submission in order for a cancellation prior to workshop or learning journey commencement.

1.3 Should Young Filmmaker decide to cancel the entire workshop or learning journey due to unforeseen circumstances, all fees will be refunded.

### **2.0 REFUND POLICY**

#### **2.1 Refund of Cancellation Prior To Service Delivery**

Your full refund will be issued once we have received and examined the request for cancellation. Once the cancellation request is confirmed, the full refund will be initiated. The method of refund will be processed depending on your original payment method:

- Online Bank Transfer, full refunds will be credited into your bank account via online bank transfer, which should be posted within 3-5 working days.
- Credit card refunds services, refunds will be sent to the card-issuing bank.

Kindly contact your card-issuing bank with regards to the duration of the credit refunds.

#### **2.2 Refund of Unused Services During Workshop or Learning Journey**

Should the you decide not to utilize the content of the workshop or learning journey, no refund or exchange shall be allowed.

### **3.0 DELIVERY OF SERVICE POLICY**

#### **3.1 Delivery Address**

We will process your order according to your email address information submitted in Young Filmmaker Masterclass registration during your purchase.

Please ensure correct email address and reachable phone number are provided when completing your order.

We will not be liable in the event of an incorrect email address is provided and notification of workshop or learning journey is returned to us.

#### **3.2 Change in Email Address**

If you have any request for change of email address, please contact us at [submit@youngfilmmaker.com.my](mailto:submit@youngfilmmaker.com.my) within 12 hours upon your order submission.

## **4.0 THIRD PARTY PRODUCT**

### **4.1 Orders for Service to be fulfilled by a third party (“Third Party Products”)**

If you have purchased a Third Party Product for sale through the Young Filmmaker website, including, for example, the advanced courses offered and administered by third party providers, your contract for sale is made directly between you and the third party seller.

Before your order is processed and forwarded to the third party seller, we may in certain circumstances be able to cancel and process a refund if you want to change your mind or if you have purchased the Third Party Product in error and notify us promptly. In all other events and for orders that have been processed and forwarded to the third party seller, please refer to the third party seller’s cancellation & refunds policy.