

Money-Back Guarantee Standards for Accelerator Programs

1. **Eligibility:** Participants must complete a minimum of 4 months in the program before becoming eligible for the money-back guarantee.
2. **Refund Amount:** The refund will cover the amount for the pro-rated period remaining in the program. For example, if a participant opts for a refund after 4 months in an 8-month program, they would receive a refund for the remaining 4 months.
3. **Deductions:** Refunds will be net of transaction costs, financing costs, and any other transaction costs incurred by the company.
4. **Documentation:** Participants are required to submit relevant documentation showcasing active participation and any feedback given during their time in the program.
5. **Feedback Session:** A feedback session will be conducted with participants detailing their experiences and reasons for dissatisfaction.
6. **Claim Evaluation:** All claims will be reviewed by a designated team or committee to ensure fairness and consistency.

Process Document for Claiming Money-Back Guarantee

1. **Notification of Intent:** Participants must send a formal written notice expressing their intention to claim the money-back guarantee within 15 days of completing the 4-month period.
2. **Documentation Submission:** Documentation must be submitted within 7 days after sending the Notification of Intent.
3. **Feedback Session Booking:** A feedback session will be scheduled between the participant and the program administrators to occur within 14 days of receiving all necessary documentation.
4. **Feedback Session:** Participants will detail their experiences and reasons for dissatisfaction during this session.
5. **Claim Evaluation:** Post feedback session, the claim will be reviewed by the designated team. This review process will conclude within 14 days.
6. **Communication of Decision:** Participants will receive written notification regarding their claim within 7 days post claim evaluation.
7. **Refund Process:** If approved, the refund, after all specified deductions, will be processed within 30 days of the decision communication.