

Hackers University

Refund Policy

Last Updated: January 31, 2026

At Hackers University LLC, we want to ensure you have a great experience with our cybersecurity training. Because our Services are digital products delivered instantly, our refund policy is designed to be fair while preventing the abuse of our educational content.

1. The "Immediate Access" Rule

By purchasing a User Subscription, you expressly request and consent to immediate access to our digital content (courses, labs, and simulated environments).

- **Forfeiture of Cancellation Rights:** Once you have logged into the platform and accessed any paid content or started a lab, you acknowledge that you forfeit your right to a refund. This is because the service is considered "performed" the moment the digital delivery begins.

2. Eligibility for a Refund

You may be eligible for a full refund if all of the following conditions are met:

- You submit your refund request within **14 days** of the original purchase date.
- You have **not** logged into the platform, accessed any course materials, or started any interactive labs since the purchase was made.

3. Subscription Renewals

- **Auto-Renewals:** Subscriptions are set to auto-renew by default to ensure uninterrupted access. You can cancel your auto-renewal at any time through your Account Settings.
- **No Refunds for Renewals:** We do not offer refunds for subscription renewals. It is the User's responsibility to cancel their subscription before the next billing date. Once a renewal is processed, you will have access until the end of that billing period.

4. How to Request a Refund

If you meet the eligibility criteria in Section 2, please contact our support team:

- **Email:** support@hackersuniversity.org
- **Subject Line:** Refund Request - [Your Account Email]
- **Details:** Please include your order number and the reason for the request.

5. Processing Refunds

If approved, refunds are issued in the same currency and via the same payment method (Stripe) used for the original order. Please allow 5–10 business days for the credit to appear on your statement, depending on your financial institution. Once a refund is processed, your access to all paid Services and any associated progress data or certificates will be immediately revoked.

Hackers University LLC reserves the right to refuse a refund if we detect a pattern of abuse or if the user has violated our Acceptable Use Policy (AUP).

Please contact us for a refund before contacting your bank. Initiating a 'chargeback' or payment dispute without first attempting to resolve the issue with our support team may result in a permanent ban from Hackers University and all future services.