

Refund Policy

Last updated: 8 July 2026

This Refund Policy applies to eligible programmes and services provided by INBIOT PTY LTD ABN 79 696 528 506 (“INBIOT”, “we”, “us” or “our”) in Australia.

This Refund Policy operates in addition to your rights under the Australian Consumer Law. Nothing in this policy excludes, restricts or modifies any rights, guarantees or remedies that cannot be excluded by law.

1. Scope of this policy

This policy applies to:

- individual self-paced programmes;
- AI Agent Starter;
- public scheduled training;
- institutional cohorts;
- managed lab services;
- digital learning access;
- voucher-related services where applicable.

Where a proposal, invoice, statement of work, checkout page, signed agreement or product-specific policy states different refund or cancellation rules, those specific rules will apply to the extent permitted by law.

2. AI Agent Starter refund rule

For AI Agent Starter, you may request a refund within 7 days of purchase if:

- you have not completed the guided sandbox build;
- you have not generated your AI Agent Evidence Pack;
- you have not misused the sandbox, materials or programme access;
- your request is made from the email address used to enrol.

Once you complete the guided sandbox build or generate your AI Agent Evidence Pack, the programme is treated as substantially delivered and the 7-day change-of-mind refund is no longer available, except where required by law.

3. Digital and self-paced programmes

Unless a product-specific refund rule states otherwise, digital or self-paced programme fees may be non-refundable once any of the following has occurred:

- LMS access has been issued;
- downloadable materials have been accessed;
- lab or sandbox access has been issued;
- templates, evidence packs or programme assets have been accessed;
- voucher or third-party access has been issued;
- a substantial part of the programme has been accessed or completed.

This does not limit any rights you have under the Australian Consumer Law.

4. Public scheduled training

For public or scheduled cohort programmes, unless otherwise stated in writing:

- cancellation more than 10 business days before the start date: fees may be refunded or credited, less any non-refundable third-party costs already incurred;
- cancellation 5 to 10 business days before the start date: 50% of the programme fee may be charged, and any balance may be held as credit, less non-refundable third-party costs;
- cancellation less than 5 business days before the start date: 100% of the programme fee may be payable.

All cancellation requests must be made in writing.

5. Private, customised or institutional programmes

For private, customised or institution-specific programmes, cancellation or rescheduling within 10 business days of the start date may attract 100% of the programme fee.

This is because INBIOT may have already committed trainers, labs, courseware, onboarding effort, reporting setup, cloud resources, licences, vouchers, travel or delivery resources.

Specific institutional cancellation rules may be stated in the relevant proposal, purchase order accepted by INBIOT, statement of work, invoice or signed agreement.

6. Participant substitution

For institutional or corporate bookings, participant substitution is usually permitted if requested in writing before access, vouchers, lab credentials, LMS accounts or certificates have been issued.

INBIOT may refuse or limit substitution where:

- the original learner has already accessed the programme;
- a voucher has already been issued or allocated;
- lab or LMS access has already been assigned;

- third-party terms prevent transfer;
- the substitute learner does not meet course prerequisites;
- substitution creates operational, privacy, reporting or compliance issues.

7. Transfers and rescheduling

Transfer or rescheduling requests must be made in writing.

Approval is subject to availability, programme type, trainer availability, lab availability, vendor rules and third-party access conditions.

Additional fees may apply where the request is made close to the course start date or where INBIOT has already committed non-refundable third-party costs.

8. No-shows and missed sessions

A learner who does not attend a scheduled course, clinic, lab, assessment, exam-prep session or support session without prior written notice may be treated as a no-show.

Unless expressly agreed in writing, no-shows and missed sessions do not entitle the learner or client to a refund, replacement session, extension, transfer or certificate.

9. Lab and sandbox access

Unless expressly stated otherwise, lab and sandbox access is available only during the relevant course duration or access window stated in the proposal, onboarding email or programme instructions.

Refunds or extensions are not normally provided where a learner does not use available lab access during the course period.

If lab access is materially unavailable due to an issue within INBIOT's control, INBIOT may provide a reasonable remedy such as restored access, extension, replacement access, credit or refund for the affected portion, depending on the circumstances and applicable law.

10. Exam vouchers and third-party fees

Exam vouchers, lab licences, cloud credits, courseware licences, proctoring fees, software licences and other third-party entitlements may be non-refundable once issued, activated, allocated, redeemed, expired, scheduled, consumed or committed.

Learners are responsible for checking voucher validity, exam scheduling rules, ID requirements, cancellation rules and exam-provider policies.

INBIOT does not control Microsoft exam availability, exam scheduling, proctoring decisions, exam results, certification outcomes or voucher-forfeiture rules.

11. Payment gateway and bank charges

Approved refunds will normally be returned to the original payment method where possible.

Payment gateway charges, card charges, bank charges, foreign exchange charges or currency-conversion charges may not be recoverable unless required by law.

Approved refunds will usually be processed within 7 business days after approval, but the time taken for funds to appear may depend on the bank, card issuer or payment provider.

12. Refunds where INBIOT cancels a programme

If INBIOT cancels a paid programme and does not provide an alternative date, credit or substantially similar replacement, INBIOT will provide an appropriate refund or credit for the undelivered portion, subject to applicable law and any written agreement.

INBIOT is not responsible for travel, accommodation, lost time, lost income or other consequential costs caused by rescheduling, postponement or cancellation, except where required by law or expressly agreed in writing.

13. Australian Consumer Law

This Refund Policy does not limit your rights under the Australian Consumer Law.

If a service has a major problem, you may be entitled to cancel and receive an appropriate refund or other remedy.

If a problem is minor, INBIOT may be entitled to fix the issue within a reasonable time.

Change-of-mind refunds, missed-session refunds and refunds for non-use of available access are not automatically required unless stated in this policy, agreed in writing or required by law.

14. How to request a refund

To request a refund, email kevin@inbiot.com.au from the email address used for enrolment or purchase.

Please include:

- your full name;
- enrolment email address;
- organisation name, if applicable;
- programme name;
- order reference, invoice number or payment receipt;
- date of purchase;

- reason for the refund request;
- any supporting details.

INBIOT may check programme activity, attendance, lab usage, LMS access, voucher status, sandbox status, Evidence Pack status and support records before approving a refund.

15. Contact

For refund questions, contact:

INBIOT PTY LTD

Email: kevin@inbiot.com.au

Website: <https://inbiot.com.au>