

Refund Policy

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About Company

Kano Study Tech Limited

Registration Number: 78408018

Address: Room 5003, 5/F, Yau Lee Centre, 45 Hoi Yuen Road, Kwun Tong, Hong Kong

Email: support@kano.study

IMPORTANT: ALL SALES ARE FINAL

When purchasing any course on our platform, you agree that no monetary refunds are provided. This is standard practice for digital educational products.

Basic Principles

What happens when you purchase:

- You receive instant access to digital content
- All sales are considered completed and final
- No money refunds to bank cards or accounts

What is NOT refundable:

- Courses you've gained access to
- Courses you've started studying
- Courses that fully match their description
- Courses bought by mistake or "changed mind"

Exceptional Cases

Refunds are possible ONLY in the following situations:

1. Platform technical problems:

- Course completely unavailable due to technical issues on our side
- Serious defects making learning impossible
- Course doesn't match declared format (e.g., videos declared but only text provided)

2. Substantial non-compliance:

- Course fundamentally doesn't match website description
- Materials declared in description are completely missing
- Fraud or deception by course author

3. Administrative decision:

- Exceptional cases at support service discretion
- Course author violation of obligations

Alternatives to Monetary Refund

Instead of money refund, we offer:

Platform credits:

- Receive credits for purchase amount
- Use for buying other courses
- Validity: 12 months
- Important: credits cannot be cashed out

Course replacement:

- Exchange course for another of equal value
- Pay difference for more expensive choice
- No refund of difference for cheaper choice

Additional materials:

- Bonus courses or materials
- Extended course access
- Author consultation (when possible)

Deadlines and Procedures

Application deadlines:

- 48 hours from purchase - maximum time for application
- No applications considered after 48 hours

How to apply:





1. Write to support@kano.study
2. Specify order number and problem details
3. Attach screenshots (if necessary)
4. Wait for response within 5 business days

What to include in email:

- Your email used for purchase
- Course name and purchase date
- Detailed problem description
- Evidence (error screenshots, discrepancies)

Purchase Agreement

By clicking "Buy Course" button, you confirm:

-  Familiarity with complete course description
-  Understanding of "no refund" policy
-  Agreement to receive digital goods
-  Waiver of money refund rights

Frequently Asked Questions

Q: Can I get money back if I didn't like the course?

A: No, refund for "didn't like" reason is not provided.

Q: What if I bought the course accidentally?

A: Accidental purchase is not grounds for money refund. Can exchange for credits.

Q: Course was too difficult/easy for me. Can I return it?

A: No, difficulty level is not grounds for refund.

Q: Couldn't complete course due to lack of time. Will money be returned?

A: No, personal circumstances are not grounds for refund.

Q: Can I get refund through bank/payment system?

A: Bank chargeback when having course access may be considered fraud.



Support Service Contacts

Email: support@kano.study

Response time: up to 5 business days

Business days: Monday - Friday

Postal address:

Kano Study Tech Limited

Room 5003, 5/F, Yau Lee Centre

45 Hoi Yuen Road, Kwun Tong

Hong Kong