

Refund Policy – S3 Optistart Consulting

Last Updated: January 2026

Thank you for choosing **S3 OptiStart Consulting** (“Company”, “we”, “our”, or “us”). This Refund Policy outlines the terms under which refunds may be issued for services, consultations, and training programs offered through www.optistartconsulting.com.

By engaging our services or making a payment, you agree to this Refund Policy.

1. Nature of Services

S3 Optistart Consulting provides **professional consulting, advisory, analytical, and training services**, including:

- Business & Management Consulting
- Market Research & Strategy
- Financial Analysis & Modelling
- AI-Enabled Business Transformation
- Business Operations Consultancy
- Operational Excellence Training Programs

Due to the **intellectual and time-based nature** of these services, refunds are subject to the conditions outlined below.

2. Consulting & Advisory Services

2.1 Before Engagement Commencement

- If a client cancels **before the agreed engagement start date**, a refund may be issued **after deducting administrative or onboarding costs**, if any.

2.2 After Engagement Commencement

- Once consulting or advisory work has commenced (including discovery calls, analysis, preparation, or documentation), **no refunds will be provided**.
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3. One-Day Training Programs & Workshops

3.1 Cancellation by Client

- **3 days or more before the scheduled date:**
Eligible for a refund, minus administrative charges (if any)
- **Less than 3 days before the scheduled date:**
No refund will be provided.

3.2 Non-Attendance

- Failure to attend a scheduled training session does **not** qualify for a refund.

3.3 Rescheduling

- Subject to availability, training sessions may be rescheduled at our discretion if notified in advance.

4. Online Consultations

- Payments made for **online consultations** are **non-refundable once the session has been conducted**.
- If S3 Optistart Consulting cancels or is unable to deliver the session, a **full refund or rescheduling** will be offered.

5. Digital Deliverables & Custom Work

- Refunds are **not applicable** for:
 - Customized reports
 - Financial models
 - Strategic documents
 - Analytical dashboards
 - Any digital or intellectual deliverables

Once shared or partially delivered, such work cannot be refunded.

6. Cancellations by S3 Optistart Consulting

If S3 Optistart Consulting cancels a service due to unforeseen circumstances:

- Clients will be offered a **full refund** or
- The option to **reschedule** the service at no additional cost

7. Payment Disputes

Any concerns or disputes regarding payments must be raised **within 7 days** of the payment date by contacting us directly.

Chargebacks initiated without prior communication may result in service suspension.

8. No Guarantee of Outcomes

Refunds will **not** be issued based on:

- Business performance outcomes
- Perceived value or expectations
- Differences in the interpretation of strategic advice

Consulting services are delivered on a **best-effort, professional basis**.

9. Changes to Refund Policy

We reserve the right to modify this Refund Policy at any time.

Updates will be effective immediately upon posting on the Website.

10. Contact Information

For refund-related questions or requests, please contact:

S3 OptiStart Consulting

 Website: www.optistartconsulting.com

 Email: damodar@optistartconsulting.com
