

# 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](http://www.optistartconsulting.com).

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

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## 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.

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## 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.

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## **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.

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## **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.

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## **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

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## 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.

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## 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**.

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## 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.

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## 10. Contact Information

For refund-related questions or requests, please contact:

### S3 OptiStart Consulting

 Website: [www.optistartconsulting.com](http://www.optistartconsulting.com)

 Email: [damodar@optistartconsulting.com](mailto:damodar@optistartconsulting.com)

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