

Thanks for subscribing to our services at ibacounsellor.com operated by IBAC.

We offer full money back guarantee on all payments made on our website, but under certain conditions. We invite you to read the conditions explained in more detail below, in order to see the condition that applies to your situation, while following the correct procedure.

If you are unhappy with the service that you have subscribed to, from us, please let us know. Our Returns & Refunds Policy gives you three days to return or exchange a service subscribed online with a valid receipt. You are eligible for a full refund within three calendar days of your purchase.

After the three days period, we cannot offer you a refund or exchange. We encourage our customers to try the service in the first three days after their subscription to ensure it meets your needs.

To be eligible for a refund or exchange please consider the following, all services that limited by time (months/days/hours) have payments can be refunded or returned but after deducting the time or duration that has been consumed by the user. All consultation services are not subject of refund or return since it is paying after carrying out the service.

If you have any further questions or would like to request a refund, please do not hesitate to contact us at csc@ibacounsellor.com

Refunds (if applicable)

Once your returned service is received and inspected, we will send you an email to notify you that we have received your return/refund request. We will also inform you if your refund has been approved or refused.

If your request is approved. Your refund will be processed, and a credit will automatically be applied to your credit card or original payment method within 14 calendar days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at csc@ibacounsellor.com