

Refund Policy

ADHD Entrepreneur Ventures LLC · Effective 1 January 2026

1. SCOPE AND APPLICATION

This Refund Policy ("Policy") forms part of the Master Services Agreement ("MSA") between ADHD Entrepreneur Ventures LLC, a Wyoming limited liability company ("Company"), and the purchaser of Company services ("Client"). This Policy is incorporated into the MSA by reference at Exhibit B.

This Policy applies exclusively to Clients contracting with Company in the course of a trade, business, or profession. Company does not offer services to consumers, and this Policy is not intended to create or imply consumer-protection obligations beyond those non-waivable under applicable law.

2. GENERAL POSITION

Subject only to the exceptions enumerated in Section 3, all fees paid or payable to Company under the MSA are **non-cancellable and non-refundable**. Client's payment obligation is not affected by Client's level of participation, attendance, completion of the program, change of mind, business pivot, or perceived lack of value.

No partial, pro-rata, conditional, or value-based refunds will be issued except as set forth below.

3. ENUMERATED EXCEPTIONS

The following are the exclusive grounds upon which Company may issue a refund, credit, or release Client from outstanding payment obligations.

3.1 Hardship & force majeure (discretionary)

Company will consider relief in any of the following documented circumstances, on a case-by-case basis and in good faith:

(a) **Serious illness or incapacity** of Client (or, where Client is a sole trader, of Client's primary caregiver dependent), where Client is medically certified as unable

to participate in or pay for the program for a continuous period exceeding sixty (60) days. Documentation from a licensed medical practitioner is required.

(b) **Death of Client.** Where Client is a sole trader and provides documented evidence of Client's death, Company will release Client's estate from any remaining payment obligation. Pre-paid amounts are non-refundable.

(c) **Death of Client's immediate family member or primary dependent** during the program term, where this materially prevents continued participation. Documentation required.

(d) **Force Majeure Events** as defined in Section 15 of the MSA, where the event materially prevents Client's continued participation or payment for a sustained period.

(e) **Catastrophic business event**, including but not limited to formal declaration of business insolvency, where continued payment is genuinely impossible. Assessed case by case with supporting documentation.

The relief Company may grant under Section 3.1 includes (without limitation) pause of payment plan, restructure of remaining payments, transfer of enrolment to a future cohort, partial credit toward a future Company program, or, in severe cases, release from remaining payment obligation. Such relief is granted at Company's sole discretion. Company's decisions under this Section are final.

For the avoidance of doubt, the following do not constitute grounds for relief under Section 3.1: change of mind; business pivot or strategic redirection; loss of motivation; perceived lack of value; competing offers; or non-participation absent a qualifying circumstance under (a)–(e) above.

3.2 Statutory carve-out — small business unfair contract terms

Where Client qualifies as a "small business" under the Australian Consumer Law (Schedule 2 of the *Competition and Consumer Act 2010* (Cth)) — generally, a business with fewer than 100 employees or annual turnover under AU\$10 million — or under any equivalent small-business unfair-contract-terms regime in another jurisdiction, the non-waivable rights conferred by such regime apply.

Where a term of the MSA or this Policy is found by a court or competent regulatory authority to be "unfair" under such a regime, that term shall be modified to the minimum extent necessary to be enforceable, or severed (per Section 21.3 of the MSA), and Client may be entitled to refund or other statutory relief notwithstanding the general position in Section 2.

This Section 3.2 is without prejudice to any other non-waivable statutory right that applies to Client's business under applicable law.

3.3 Non-delivery by Company

Where Company:

- (a) cancels a program;
- (b) is unable to substitute equivalent services within ninety (90) days following a Force Majeure Event under Section 15 of the MSA; or

- (c) materially changes the inclusions of a program without Client's agreement,

Company shall refund the unused portion of fees paid on a pro-rata basis. This refund obligation is independent of the discretionary process in Section 3.1.

3.4 Statutory consumer banking remedies

Nothing in this Policy or the MSA limits any remedy available to Client under non-waivable federal consumer banking law applicable to Client's payment instrument, including but not limited to the U.S. Fair Credit Billing Act (15 U.S.C. § 1666) and Regulation E (12 C.F.R. Part 1005).

4. EXCLUDED CIRCUMSTANCES

Without limiting Section 2, the following do not give rise to any refund or release obligation:

- (a) Client's election not to participate in or attend any portion of the program;
- (b) Client's dissatisfaction with results, outcomes, or perceived value;
- (c) Change in Client's business circumstances, including pivot, sale, dissolution (other than insolvency under Section 3.1(e)), or change in business direction;
- (d) Change in Client's personal circumstances, other than as expressly set forth in Section 3.1;
- (e) Client's discovery of competing offers, pricing, or alternative providers;
- (f) Cancellation of a payment plan or attempt to terminate the MSA other than as expressly permitted; or
- (g) For The Accelerator program specifically: any attempt to terminate, cancel, or escape the Payment Commitment in Section 5.2 of the MSA other than under Section 3.1, 3.2, or 3.3 above.

5. CHARGEBACK PROCEDURE

Prior to initiating any chargeback, payment dispute, or reversal with Client's financial institution or card network, Client must:

- (a) Notify Company in writing at contact@adhdinbiz.com, describing the dispute and the relief sought; and
- (b) Allow Company a good-faith resolution period of ten (10) business days from receipt of such notice.

Initiating a chargeback without first complying with this Section 5 — except where required by non-waivable federal consumer banking law (see Section 3.4) — constitutes a material breach of the MSA and entitles Company to the remedies set forth in Section 6 of the MSA.

6. PROCEDURE FOR REFUND REQUESTS

To invoke any exception under Section 3, Client shall:

- (a) Submit a written request by email to contact@adhdinbiz.com, with the subject line "Refund request — [Client business name]";
- (b) Include Client's full legal business name, the program or membership at issue, the date of enrolment, the specific exception invoked under Section 3, and supporting documentation as required by the relevant subsection;
- (c) Cooperate with any reasonable request by Company for additional documentation or information.

Company shall acknowledge receipt within three (3) business days and respond to the substantive request within ten (10) business days. Approved refunds shall be processed within fourteen (14) calendar days of approval.

7. CONFLICT WITH MSA

In the event of conflict between this Policy and the MSA, the MSA controls, except where this Policy is more favourable to Client (in which case this Policy controls solely with respect to refund and cancellation matters).

8. AMENDMENTS

Company reserves the right to amend this Policy from time to time. Material amendments will be communicated to active Clients in writing with at least fourteen (14) days' notice before taking effect, in accordance with Section 2 of the MSA.

9. EFFECTIVE DATE

This Policy is effective as of 1 January 2026. To be reviewed annually or upon material change in applicable B2B law in Company's principal markets.