

RETURN POLICY

Career AI Academy

Effective Date: March 20, 2026 | Last Updated: March 20, 2026

1. Overview

Career AI Academy (operated by Erika J. Thomas) is committed to delivering exceptional value to every client who enrolls in our programs. We stand behind the quality of our coaching, curriculum, and community, and we work hard to ensure every client has the resources, support, and accountability needed to make meaningful progress toward their career goals.

Because our programs consist entirely of digital content, live coaching, and community access that is made immediately available upon enrollment, Career AI Academy operates under a strict no-refund policy as a standard practice. This policy is consistent with industry standards for digital education and coaching programs and is designed to protect the integrity and sustainability of our services.

This Return Policy is intended to clearly communicate what clients can expect with respect to refunds, cancellations, and dispute resolution, and to outline the limited exceptions that may apply in extraordinary circumstances.

2. Why We Have a No-Refund Policy

Career AI Academy's programs are high-touch, high-value offerings that combine proprietary course content, real-time coaching, and access to a private community of 300+ professional members. From the moment a client enrolls, they gain immediate access to:

- The full course curriculum, frameworks, and resources
- The private Skool community and all its existing content and peer interactions
- Scheduled coaching sessions with Erika J. Thomas
- Personalized feedback, LinkedIn reviews, and resume strategy

Because this content is digital and immediately consumed upon delivery, it cannot be 'returned' in the way a physical product can. The investment and intellectual property made available at enrollment cannot be recovered once access is granted. For this reason, all sales are considered final upon enrollment confirmation and access delivery.

Additionally, our programs require commitment, active participation, and consistent effort in order to produce results. A refund request alone — without any documented extraordinary circumstance — does not indicate a failure on Career AI Academy's part. Results are deeply tied to client engagement, and we encourage every client to fully participate before drawing conclusions about program effectiveness.

3. Standard Policy: All Sales Are Final

Under standard circumstances, Career AI Academy does not offer refunds, exchanges, or credits for any of the following reasons:

- Change of mind or shift in personal priorities after enrollment
- Failure to actively engage with the course content, community, or coaching sessions
- Dissatisfaction with results due to limited effort, inconsistent implementation, or not following the program framework
- Deciding to pursue a different career coaching program or resource
- Personal financial changes unrelated to documented extraordinary circumstances
- Misunderstanding of program structure or expectations that were clearly outlined at the time of enrollment
- Technical difficulties with third-party platforms (Skool, Whop, etc.) that are outside Career AI Academy's control

Clients are strongly encouraged to thoroughly review the program overview, ask questions during the strategy session, and ensure they are fully prepared to commit before making a purchase. Our sales consultation process is designed to ensure fit — we only enroll clients we genuinely believe we can help.

4. Extraordinary Circumstances: Exceptions

Career AI Academy understands that life can be unpredictable. In rare cases involving verified extraordinary circumstances, we may, at our sole and absolute discretion, consider a partial or full refund or a program credit toward a future offering. Circumstances that may qualify include:

- A documented serious medical emergency affecting the client or an immediate family member that makes continued program participation impossible for an extended period
- A documented natural disaster or event of force majeure that prevents the client from participating in the program
- A technical failure directly caused by Career AI Academy (not a third-party platform) that results in complete and unrecoverable loss of access to program materials

The following circumstances will not qualify as extraordinary exceptions regardless of documentation:

- General dissatisfaction, unmet personal expectations, or failure to see results within the client's desired timeline
- Employment changes, promotions, or job offers received during the program (as these are the intended outcomes)
- Disputes regarding coaching advice or strategies that the client chose not to implement
- Personal scheduling conflicts that prevented attendance at optional coaching sessions

5. How to Submit an Exception Request

If you believe your situation qualifies as an extraordinary circumstance under this Policy, you must submit a written exception request within 7 calendar days of the triggering event. Requests submitted after this window will not be considered.

Your written request must include:

- Your full name and the email address associated with your enrollment
- The date of your enrollment and the program tier purchased
- A clear description of the extraordinary circumstance
- Supporting documentation (e.g., doctor's letter, hospital records, official disaster declaration, or other verifiable evidence)

Exception requests should be submitted directly to Career AI Academy via LinkedIn ([linkedin.com/in/erikajthomas/](https://www.linkedin.com/in/erikajthomas/)) or through our booking page at app.iclosed.io/e/careeraiacademy/career-ai-strategy-session. All requests will be reviewed within 10 business days of receipt, and our decision will be communicated in writing.

Career AI Academy reserves the right to request additional documentation, ask clarifying questions, or deny any request that does not meet the criteria outlined in this Policy. Our decision on exception requests is final.

6. Payment Plans & Cancellation

Clients enrolled on a payment plan agree to complete all scheduled payments in full, regardless of whether they choose to continue actively using the program. Enrollment in a payment plan constitutes a legally binding financial commitment to Career AI Academy for the full agreed-upon program price.

Stopping payments on a payment plan does not constitute a cancellation of the agreement. Career AI Academy reserves the right to:

- Suspend or revoke program access for missed or failed payments
- Pursue collection of outstanding balances through appropriate legal or financial channels
- Deny future enrollment to clients who default on payment plan obligations

If you are experiencing financial hardship, please contact us promptly. We are willing to discuss payment deferral or modified arrangements in certain circumstances, at our sole discretion, but only when contacted proactively and in good faith before payments are missed.

7. Chargebacks & Disputes

Career AI Academy takes all chargeback and payment dispute filings seriously. If you file a chargeback or payment dispute with your bank or credit card provider without first contacting us directly, we will provide our payment processor and your financial institution with full documentation of your enrollment, access granted, communications, and any relevant coaching or community records.

Chargebacks filed without a valid basis under this Policy may result in:

- Immediate and permanent termination of your program access without refund
- A ban from future enrollment in any Career AI Academy program
- Legal action to recover the disputed amount plus associated fees and damages

We strongly encourage clients to contact us directly with any payment concerns before initiating a dispute with their bank. Most concerns can be resolved quickly through direct communication, and we are always willing to have a transparent conversation about your experience.

8. Program Transfers

Program access is non-transferable. Enrollment is personal to the individual who purchased it and may not be gifted, sold, assigned, or otherwise transferred to another person. Attempting to share login credentials or program access with an unenrolled individual is a violation of our Terms of Service and may result in revocation of access without refund.

9. Changes to This Policy

Career AI Academy reserves the right to update or modify this Return Policy at any time. Any changes will apply to new enrollments made after the updated policy is published. Existing clients will remain subject to the Return Policy that was in effect at the time of their enrollment. Material changes will be communicated to active clients via email or Skool community announcement.

10. Contact Us

If you have questions about this Return Policy or wish to discuss your specific situation, please reach out to us directly. We are committed to treating every client with fairness, transparency, and respect.

Career AI Academy

Operated by: Erika J. Thomas

Website: careeraiacademy.com

LinkedIn: linkedin.com/in/erikajthomas/

Booking / Inquiries: app.iclosed.io/e/careeraiacademy/career-ai-strategy-session

By enrolling in any Career AI Academy program, you confirm that you have read, understood, and agreed to this Return Policy in full. Please retain a copy of this document for your records.