

## RETURN & CANCELLATION POLICY Last Updated: December 10, 2025

Ntampi Hene University, operated by Ntampi Hene Canada, Inc. ("Company"), is committed to providing high-quality educational content. Due to the digital nature of our products, our refund policy is as follows:

1. Digital Courses & One-Time Purchases All sales are final. Unlike physical goods, digital assets (including the "Certified Cannabis Strategist Program," PDF Checklists, and AI Templates) grant immediate access to intellectual property that cannot be returned. Therefore, we do not offer refunds on one-time digital purchases once the access link has been sent or the file has been downloaded.

Exception: If you made a duplicate purchase in error (e.g., clicked the button twice), we will refund the duplicate transaction upon verification.

2. Subscription Memberships ("The Inner Circle") If you are subscribed to a recurring monthly membership (via Whop or Shopify):

Cancellation: You may cancel your subscription at any time via your user dashboard or by contacting support.

Effect of Cancellation: Your access to the paid community channels and exclusive content will continue until the end of your current billing cycle.

No Partial Refunds: We do not offer pro-rated refunds for partial months used. If you cancel on the 10th day of a 30-day cycle, you will not receive a refund for the remaining 20 days.

3. "Satisfaction" Disclaimers We do not offer refunds based on:

"Change of Mind": Please review the curriculum and descriptions carefully before purchasing.

Business Results: We provide strategy and education. We cannot guarantee specific financial results, ensuring your business is profitable, or guaranteeing government license approval. Your lack of business success is not grounds for a refund.

4. How to Request Support If you have a technical issue (e.g., unable to access the course), please contact us immediately at [info@ntampihene.com](mailto:info@ntampihene.com). We will work to resolve technical access issues within 48 business hours.