No Refund and Cancellation Policy

Updated 12 October 2026

1 Scope of this policy

This policy applies to the Cambridge EVOLVE Digital A1 package: 18 months of digital access and 20 live lessons over 4 weeks. Account registration is free and does not require purchasing the package. If there is a conflict, the Product Purchase Terms prevail, subject to mandatory legal rights.

2 Final sales

2Be.Vip does not offer a commercial money-back guarantee or a guarantee of learning results. Package purchases are final, non-refundable and non-exchangeable, subject to rights and remedies that cannot lawfully be excluded. The digital access period does not entitle you to an extension of the live lesson programme.

3 Activation and lesson booking

Self-study can begin after Cambridge One activation. You will be notified when live lesson seat booking opens, and the schedule is confirmed during booking. This policy does not promise a fixed opening date or provide for automatic renewal of this package. Scheduling and absence are governed by the Product Purchase Terms.

4 Errors and failure to provide the service

If there is a duplicate charge, a billing error on our side or failure to deliver the service because of a verified problem, contact support so the issue can be corrected and the remedy required by law applied. These circumstances do not constitute a money-back guarantee tied to learning results. If a lesson cannot take place because of the teacher or a technical issue on our side, the lesson remedy provisions in the Purchase Terms apply, without restricting mandatory legal rights.

5 Payment disputes

Banks and payment providers may allow chargebacks. Contact us to resolve the issue. Access may be suspended during investigation under the Purchase Terms. If a transaction is reversed, access may be cancelled and the related referral reward reversed. This policy does not restrict a legal right to dispute a payment.

6 Review requests and violations

Send the order number, email address or telephone number, payment reference and a description of the problem to support@2be.vip. Please report the issue within 7 days of payment to facilitate review. This does not limit any mandatory legal deadline or right. Where access is suspended or terminated for abuse, harassment, cheating or unlawful activity, no contractual refund is offered, while mandatory rights remain protected.