Refund & Cancellation Policy

Effective 16 November 2026

This policy explains when you can get your money back after enrolling in a NextWave Build programme, and how. It forms part of our Terms & Conditions. NextWave Build is operated by **Next Wave Professional & Management Development Training L.L.C S.O.C**, Dubai, United Arab Emirates (Dubai Department of Economy and Tourism commercial licence no. 1662689), a training institute licensed by the Knowledge and Human Development Authority (KHDA), Dubai (reference no. TI.PMTISS7792).

In short

- There is no change-of-mind refund once your enrolment is confirmed.
- You get a **full refund** if we cancel your programme, if you are charged twice, or if we fail to hold your first session within 10 days of payment and you have not yet attended a session.
- If we fail to deliver part of the programme, you get a **refund for the weeks we did not deliver**.
- Refunds go back to the card you paid with through Stripe within 14 days of approval.
- Email support@nextwavebuild.com. We reply within 2 business days.

1. Programme fees

Programme

Length

Fee

E-commerce & Dropshipping

12 weeks

USD 500

Freelance & Online Work

12 weeks

USD 500

Technology & AI

12 weeks

USD 800

You pay the full fee in US dollars at checkout through our payment processor, Stripe. Any tax that applies is shown at checkout before you pay. Your enrolment is confirmed when payment succeeds and we send a confirmation email.

2. After you pay: your first session

A NextWave Build mentor will contact you within **24 hours** of your payment, using the email address and phone or WhatsApp number you registered with. During that 24-hour window, the mentor will agree a date and time with you and book your first one-to-one session. Your first session will take place **within 10 days** of your payment.

If you do not reply, we record our contact attempt and book the session as soon as you respond. Days on which we are waiting for your reply do not count toward the 10 days.

3. When you are entitled to a refund

Situation

What you get

Duplicate or incorrect charge: you were charged twice or charged the wrong amount.

Refund of the extra amount in full.

First session not held: we did not hold your first session within 10 days of your payment for reasons on our side, and you have not attended any session.

Your choice: a full refund, or your first session held within 48 hours.

We cancel your programme before it starts or while it is running.

Your choice: a transfer to another cohort or programme, or a refund. If we cancel before your first session, the refund is in full. Otherwise it covers the undelivered weeks, calculated as in the next row.

We fail to deliver a material part of the programme: for example, we cannot provide mentoring or Materials for one or more programme weeks and cannot replace them within 14 days.

A refund for each undelivered week, at 1/12 of the fee you paid per week.

A refund required by law: UAE consumer protection law, or the mandatory law of your country, gives you a right to cancel or to a refund.

We honour that right in full.

4. When fees are not refunded

Enrolling is a commitment to the full 12-week programme. We do not offer a cooling-off or change-of-mind cancellation period. Unless section 3 applies, fees are not refunded if you:

- change your mind after enrolment is confirmed;
- stop attending, miss sessions without giving 24 hours' notice, or do not complete assignments;
- do not use the sessions, lessons or Materials made available to you;
- do not get a particular income, sale, client, job or business result;
- find that a third-party platform (such as Shopify, Amazon Seller Central or Upwork) is unavailable in your country, if this was disclosed before you enrolled; or
- have your access ended because you broke our conduct rules.

Nothing in this section removes a right you have under mandatory law.

5. Missed and rescheduled sessions

- **If your mentor misses a session**, we will reschedule it within 7 days or give you a replacement mentor. If we cannot do either, that week counts as undelivered under section 3.
- **If you need to reschedule**, tell your mentor at least 24 hours before the session. We will offer another slot in the same or the following week.
- **If you miss a session without 24 hours' notice**, it does not have to be rescheduled and no refund is due for it. Your recorded lessons and assignments for that week stay available to you.

6. Deferrals and transfers

A deferral, cohort change or transfer to another programme is not a cancellation right and is not automatic. To request one:

1. Email support@nextwavebuild.com before the end of Week 4 of your programme and explain why.

2 We will reply with a decision within 5 business days, based on availability and your circumstances. Medical and family emergencies with supporting evidence are given priority.

3 If you transfer to a programme with a higher fee, you pay the difference before the transfer. If you transfer to a programme with a lower fee, the difference is not refunded.

An approved deferral or transfer does not create a right to a refund later.

7. Costs not covered by your fee

Your fee covers NextWave Build teaching, mentoring, Materials and certificate eligibility. It does not cover money you pay to other businesses for your project, such as Shopify or Amazon subscriptions, Upwork Connects, domain names, advertising, AI tool subscriptions, stock or product samples. We cannot refund these costs. They are governed by each provider's own terms.

8. How to request a refund or raise a concern

Email support@nextwavebuild.com or use the Support button in your dashboard. Include:

- your full name and the email address you registered with;
- your programme and start date;
- what happened, with dates; and
- the outcome you are asking for.

We acknowledge every request within **2 business days** and give you a decision with reasons within **5 business days**. If we need more information, we will tell you what we need, and the 5 days restart when we receive it.

9. How refunds are paid

- Approved refunds are issued through Stripe to the **card or payment method you paid with**, within 14 days of approval. We cannot refund to a different card, a bank account or a third party.
- Refunds are made in US dollars. We do not deduct payment-processing fees from a refund that is due under this policy.
- After we issue the refund, your bank usually takes 5 to 10 business days to show it on your statement. Any currency-conversion difference or fee charged by your bank is set by your bank.

- We email you when the refund is issued. If you cannot see it after 10 business days, contact us and we will send you the Stripe refund reference to give to your bank.

10. Card disputes and chargebacks

Please contact us before disputing a payment with your bank. Most problems can be fixed faster directly with us. If a dispute is opened, we will respond to your bank through Stripe with the enrolment record, including your confirmation email, session attendance and platform activity. While a dispute is open, we may pause your access to the platform. If the dispute is resolved in our favour, we will restore your access. If it is resolved in your favour, the dispute counts as your refund.

11. Access after a refund or withdrawal

When a full refund is paid, your access to the platform, mentoring and Materials ends, and you are no longer eligible for a certificate. When a partial refund is paid under section 3, you keep access to Materials for the weeks already delivered, for the period set out in our Terms.

12. Your legal rights

This policy is subject to UAE Federal Law No. 15 of 2020 on Consumer Protection and its implementing regulations, and to any mandatory consumer protection law that applies where you live. If any part of this policy conflicts with a mandatory legal right, the legal right applies. If you are not satisfied with our response, you may contact the Dubai Department of Economy and Tourism through consumerrights.ae.

13. Contact

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