

Refund Policy

Wix-compatible cancellation, rescheduling, and refund rules for paid services.



WEBSITE	EFFECTIVE DATE	CONTACT
ImportExportConnect.com	6 September 2026	info@importexportconnect.com

Purpose	This policy explains when a customer may cancel, reschedule, or receive a refund for services booked through our Wix website.
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Important distinction

ImportExportConnect.com decides whether a refund is due under this policy and applicable law. Wix supplies the booking and payment technology but is not the seller of our services and does not determine customer eligibility for a refund.

1. Scope

This policy applies to paid appointments, consultations, workshops, classes, courses, digital resources, and other services purchased directly from ImportExportConnect.com through Wix Bookings, Wix checkout, or another payment route identified during purchase. A separate seller's policy applies where a third party is the contracting seller.

2. Statutory rights

Nothing in this policy limits rights that cannot lawfully be excluded. Consumers buying online generally have a 14-day withdrawal period under applicable EU and Dutch distance-contract rules. The legal position may differ when:

- A consumer expressly asks for a service to begin during the withdrawal period, in which case a proportionate amount may be payable for work already performed.
- A service has been fully performed following the consumer's prior express request and acknowledgement that the withdrawal right will be lost.
- Digital content is supplied immediately after the consumer gives prior express consent and acknowledges the effect on the withdrawal right.
- A statutory exception applies to a service connected to a particular date or period.

Online cancellation

Where required by law, customers may use the website's clearly identified cancellation function as well as the prescribed model withdrawal form. These statutory routes are separate from ordinary booking cancellation settings.

3. Standard booking cancellation rules

Unless a service page or written quotation clearly states different conditions before payment, these rules apply:

7 or more calendar days	Full refund, or one free transfer to another available date	Free cancellation window
48 hours to 6 calendar days	50% refund, or one transfer to another available date	Paid cancellation window: 50%
Less than 48 hours or non-attendance	No voluntary refund; a transfer may be offered at our discretion	Late cancellation / no-show window: 100%

4. Cancelling or rescheduling through Wix

When enabled for the relevant service, customers can use the **Manage Booking** link in their Wix confirmation email, reminder, or member account to cancel or reschedule. The website's booking policy controls the available deadline and any disclosed cancellation or no-show charge. A cancellation recorded in Wix does not always create an automatic payment refund; approved refunds may require separate processing by ImportExportConnect.com.

5. Rescheduling

A permitted transfer is subject to availability and should normally be used within six months. Only one free transfer is included unless the service description states otherwise. If the customer later cancels the replacement booking, refund eligibility is assessed using the original booking and cancellation history. Statutory rights remain unaffected.

6. Cancellation or material change by us

If we cancel a paid service, the customer may choose a suitable replacement where offered or a full refund of the affected service price. If we make a material change that makes the service no longer reasonably suitable, the customer may request an appropriate refund. Separate travel, accommodation, or third-party costs are not reimbursed unless required by law.

7. Digital resources and service problems

If paid digital content or a service is not supplied, is materially different from its description, or fails to meet mandatory legal standards, contact us promptly. Depending on the circumstances and applicable law, the remedy may be repeat performance, repair or replacement, a price reduction, cancellation, or a refund.

8. Requesting a refund

Email info@importexportconnect.com with the customer name, booking or order number, service and scheduled date, cancellation date, reason for the request, and preferred remedy. Do not send full payment-card details. We may request reasonable information needed to verify the transaction.

9. How refunds are processed

Once approved, refunds are normally returned to the original payment method:

- Payments handled by Wix Payments can be refunded through the Wix dashboard. Wix states that the money can take approximately 3-5 business days to reach the customer's card or bank account after the refund is issued, depending on the financial institution.
- Where a third-party payment provider does not support dashboard refunds, the refund must be processed through that provider and its timing and conditions may apply.
- A manual or offline payment will be refunded through an appropriate corresponding method and the Wix order record will be updated.
- Customers will be notified when the refund has been initiated. Bank or payment-provider processing time is outside our direct control.

10. Partial refunds, fees, and currencies

A refund may be full or partial according to this policy and mandatory law. We do not deduct a separate administration charge from a refund owed to a consumer. Original provider fees, exchange-rate movements, or bank conversion charges may affect what appears on an account only where permitted by law and outside our control. Any cancellation or no-show fee must not exceed the fee disclosed in the Wix booking policy accepted before booking.

11. Refund records and chargebacks

We keep reasonable records of cancellations, communications, refund dates, amounts, and transaction references. Customers are encouraged to contact us first so we can investigate quickly; this does not remove any right to contact a payment provider, consumer body, supervisory authority, or court.

12. Updates and contact

This policy is effective from 6 September 2026. The version available when a booking was made will normally govern that booking unless a later change is required by law or is more favourable to the customer. Questions and requests: info@importexportconnect.com.

Before publishing

The cancellation windows and fees shown here must be copied accurately into every relevant Wix Booking Policy and displayed before checkout.

Platform alignment

Prepared to reflect current Wix Bookings and Wix Payments functionality: service-specific booking policies, Manage Booking links, disclosed cancellation/no-show fees, manual refund processing where required, customer notification, and payment-provider processing times.

Legal review

This publication-ready working policy should be checked against the operator's legal identity, exact services, checkout consent wording, model withdrawal form, and current Dutch consumer-law requirements before publication.