

NANIKŌKĪ

NaniKōkī Customer Guarantee & Refund Policy - Last Reviewed: 24/09/2025

Customer Guarantee

At NaniKōkī, we are committed to delivering an exceptional training experience that prioritises quality, professionalism and learner satisfaction. We stand behind the quality of our CPD-accredited Bridal Artist Programme and aim to provide all learners with the support and standards they expect from a trusted training provider.

Our guarantee outlines the key benefits and standards learners can expect when training with us:

- Clear, engaging and relevant training content, aligned with current industry best practices.
- A welcoming and inclusive learning environment that supports all identities and learning needs.
- Opportunities for hands-on practical experience with guidance from a qualified tutor.
- Comprehensive training materials to support your progress during and after the course.
- Honest and transparent communication throughout the training journey.

We strive to foster trust, credibility and learner confidence through consistent, high-quality delivery and continuous improvement of our course materials and teaching methods.

Refund Policy & Money-Back Option

In addition to our guarantee, we offer a refund policy designed to protect learners in the unlikely event that the course does not meet their expectations. This is subject to the following conditions:

- A refund request must be made in writing within 30 days of course completion.
- Learners must have attended and actively participated in all scheduled training sessions.
- The written request should clearly outline the areas of dissatisfaction and explain why the programme did not meet expectations.
- Requests will be reviewed and responded to within 30 days of receipt.

If a refund is approved, it will be issued via the original payment method. We aim to handle all refund requests fairly, transparently, and promptly. Open communication is encouraged throughout the process.

We are continuously reviewing and improving our training to minimise dissatisfaction and enhance the overall learner experience. This policy reflects our commitment to accountability, fairness and service excellence.