

Gamma Group Refund Policy

Effective Date: January 1, 2021

At Gamma Group, we are committed to delivering high-quality consulting, training, and implementation services to our clients. Because many of our services involve the immediate delivery of intellectual property, frameworks, and proprietary materials, our refund policy is designed to protect the integrity of these resources while providing flexibility where possible.

1. No Refunds on Services with Intellectual Property Delivery

Certain services, such as QMS implementations, training packages, or other consulting engagements where intellectual property and proprietary materials are provided at the start of the engagement, are non-refundable once access has been granted or materials have been delivered.

2. Suspension of Implementation Services

For implementation-based projects (e.g., QMS implementations), clients may request a suspension of services for up to 12 months from the original start date. This option allows clients to resume their project at a later time without forfeiting their investment. No refunds will be provided for suspended services.

3. Refunds for Prepaid Services Without IP Delivery

For prepaid services that do not involve upfront delivery of intellectual property (e.g., hourly consulting not yet rendered), clients may request a refund for the unused portion, provided no work has commenced.

4. Digital Products, Templates, and Training Materials

All digital products, templates, and training materials purchased from Gamma Group are non-refundable once accessed or downloaded.

5. Cancellations Prior to Project Start

If a project or engagement is canceled by the client before any services or materials are delivered, a full refund of any prepaid fees will be issued.

6. Contact Us

For questions or to request suspension of services, please contact us at:

■ info@gammagroup.org

■ (971) 344-2968

■ www.gammagroup.org