



Refund Policy

Digital products, access-based content, duplicate billing, and support issue rules.

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1. General Rule for Digital Products

Medic Blueprint primarily sells digital educational products and access-based content. Because digital products can usually be delivered instantly, downloaded, retained, copied, or consumed immediately after purchase, refunds are limited once access has been granted or delivery has occurred.

2. When Refunds May Be Available

- You were charged more than once for the same order due to a processing error.
- You were charged but did not receive access or delivery, and Medic Blueprint cannot resolve the technical issue within a reasonable time.
- Medic Blueprint determines, in its sole but reasonable discretion, that a refund is appropriate because the purchase was affected by a material technical problem, duplicate billing, or another exceptional circumstance.
- A refund is otherwise required by applicable consumer protection law.

3. When Refunds Are Normally Not Available

- You changed your mind after purchase.
- You no longer need the material or bought the wrong product without a Site error.
- You failed to review the product description, format, compatibility, or level before purchase.
- The product has already been accessed, opened, downloaded, printed, or substantially consumed, unless required by law or unless Medic Blueprint chooses to make an exception.
- You are dissatisfied because you expected a guarantee of an exam result, certification outcome, or employment outcome.

4. Subscription or Access-Based Products

If Medic Blueprint offers memberships, subscriptions, cohorts, or time-limited access products in the future, the applicable product page or checkout terms may specify billing frequency, cancellation timing, access periods, renewal rules, and any product-specific refund terms. Those product-specific terms will supplement this policy.

5. Request Process

- Email refund requests to questions@themedicblueprint.ca.

- Include your full name, purchase email, order number if available, date of purchase, and a clear description of the issue.
- Medic Blueprint may request additional information reasonably necessary to confirm the transaction, investigate technical issues, and prevent fraud.

6. Chargebacks

If you believe there is a billing error, contact Medic Blueprint first so the issue can be reviewed and, where appropriate, corrected. Initiating a chargeback without first attempting to resolve a valid support issue may result in suspension or loss of access to associated content while the matter is investigated.

7. Processing

Approved refunds are generally returned to the original payment method where possible. Processing times can vary depending on the payment provider or financial institution.

8. Policy Changes

Medic Blueprint may update this Refund Policy from time to time. The version posted on the Site at the time of purchase will generally apply to that purchase unless the law requires otherwise.

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