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REFUND POLICY

STORYBOARDART GUARANTEE & CANCELLATION POLICY

Effective: March 26, 2026

APPLIES TO:

- The Story Artist Mentorship (fixed-start cohort with live calls, 1:1 coaching, and digital course access)
- Story Artist Mentorship VIP 1:1 Upgrade (Studio-Ready VIP Track for current Mentorship students)

1) SERVICE GUARANTEE: “FIRST CLIENT OR 90-DAY FREE EXTENSION” (CORE MENTORSHIP)

Promise

If you pay in full and complete the Action Checklist, and you do not land your first paid storyboard client within 90 days of completing the program, we will continue working with you for free for 90 days with the same level of coaching, critiques, job board access, and support.

Outcome definition

“First client” = a paid storyboard engagement of \$250+, verified by invoice, contract, or payment proof.

Eligibility

- Available to pay-in-full Mentorship students only
- Action Checklist must be fully completed and documented in the provided trackers / portal
- Guarantee must be requested within 15 days of your official program completion date
- One-time use per student; non-transferable; no cash or refund alternative

Action Checklist (qualifying conditions) You must complete all of the following during the program:

- Portfolio: Publish 5 storyboard sequences (at least 3 genres: commercial, TV/film, social) that meet Mentorship standards and are approved in the portal.
- Applications: Submit 20 targeted applications (studios, agencies, recruiters) using our resume/cover letter templates.
- Outreach: Send 50 outbound messages with 2 follow-ups per contact using our scripts, all tracked in the provided spreadsheet.
- Presence & feedback:
 - Attend 70% of live sessions or watch replays within 48 hours

- Submit monthly assignments for critique and implement required revisions within 14 days

Verification

We verify completion via your tracker, portal submissions, communication logs, and call attendance records. Missed weeks can be made up during the guarantee period as long as total checklist requirements are met.

Guarantee window

- The 90-day guarantee window begins on your official program completion date (as listed in your portal).
- If you qualify and trigger the guarantee, the free extension lasts 90 additional days from the date of approval.

Exclusions

Pauses due to non-payment or more than 21 consecutive days of inactivity void this guarantee. We reserve the right to verify all activity data to confirm eligibility.

2) SERVICE GUARANTEE: VIP EXTENDED SUPPORT (VIP 1:1 UPGRADE)

The Story Artist Mentorship VIP 1:1 Upgrade (Studio-Ready VIP Track) is an optional overlay for current Story Artist Mentorship students. It adds 12 months of 1:1 coaching and additional services on top of the core program. It does not change the original end date or refund terms of the core Mentorship.

Some VIP tiers include an **Extended Support Guarantee**. This is a **service guarantee, not a refund guarantee**:

- If you complete the required VIP milestones and still have not landed your first paid storyboard client by the end of your 12-month VIP term, we will continue providing mentorship support for an additional 6 months at no additional tuition.

- This Extended Support Guarantee provides extra mentorship time and support only. It does **not** create any right to cash refunds, tuition credits, or cancellation of payment plans beyond the 30-Day “Love It or Leave It” window described below.

Eligibility criteria, milestones, and what is included in the Extended Support period are described in your VIP program materials and may be updated over time. Any updates will not reduce support already granted.

3) CANCELLATIONS AND REFUNDS (MENTORSHIP & VIP)

Standard:

You are protected by our 30-Day “Love It or Leave It” Guarantee for both the core Story Artist Mentorship and the VIP 1:1 Upgrade:

- Within 30 days of enrollment in the Mentorship or VIP Upgrade you may request a refund of all tuition paid for that specific product (subject to any longer, non-waivable consumer withdrawal rights in your region).
- After the 30-day window (and any applicable statutory withdrawal period) closes, all sales are final and payment plans must be completed; the applicable Service Guarantee provides continued mentorship and support, **not monetary refunds**.

Deferrals (core Mentorship only):

After the 30-day window, you may defer your Mentorship enrollment once to a later cohort starting within 12 months, provided your account is current. Deferring moves your participation to a future cohort but does not cancel or reduce your remaining payment obligation.

VIP Upgrade access runs for 12 months from your VIP enrollment date and is not deferrable to a future period, except at our sole discretion.

4) REGION-SPECIFIC CONSUMER RIGHTS (UK/EU, AU, US/CA)

UK/EU – 14-day withdrawal (cooling-off) rights

For UK/EU consumers, distance-selling rules may provide a 14-day withdrawal right from the date of enrollment. This right may not apply, or may be limited, if you:

- Request immediate access to digital content and live services within the 14-day period, and
- Acknowledge at checkout that you may lose your right to withdraw for fully delivered digital content and that you will owe a fair-value charge for any live services provided during that period.

We collect this consent at checkout and email you a copy of your terms with withdrawal instructions where applicable.

Australia

Nothing in this policy limits your rights under Australian Consumer Law. Where ACL applies, remedies for faulty or not-as-described services remain available.

US/Canada

In most cases there is no statutory cooling-off period for online coaching and education services. In those regions, your enrollment is governed by this policy plus any non-waivable local consumer rights.

5) PAYMENT PLANS & FINANCING

In-house installment plans

Our in-house payment plans are fixed-term installment plans (not subscriptions). They allow you to spread the total tuition over equal payments for the Mentorship and, where offered, the VIP Upgrade.

- If you are approved for a refund within the 30-day “Love It or Leave It” window (or any applicable statutory cooling-off period), we refund tuition paid for that product and cancel remaining installments.
- After the 30-day refund window and any applicable statutory withdrawal period have closed and program access has begun, installments are non-cancelable and remain due as agreed, even if you stop participating.

Third-party financing (e.g., Affirm/Klarna, where offered)

If you finance your enrollment through a third-party lender, your payment obligation is to that lender under your financing agreement.

Any approved statutory or contractual refunds are returned to the original payment method and your loan is adjusted per the lender's rules.

The Service Guarantees (Mentorship and VIP Extended Support) provide additional service only and do not change or cancel any third-party financing obligations.

6) HOW TO INVOKE THE SERVICE GUARANTEES

Core “First Client or 90-Day Free Extension” (Mentorship)

To request the “First Client or 90-Day Free Extension” Service Guarantee:

- Email story@storyboardart.org with subject line: “Service Guarantee Request”
- Include your full name, email used at enrollment, cohort, official program completion date, and:
 - Links/files to your 5 approved portfolio sequences in the portal
 - Your completed outreach/application tracker
 - Any CRM/exported logs showing applications and outbound messages

We review your materials within 5 business days. If you meet the Action Checklist and eligibility criteria, we confirm in writing and grant 90 additional days of free access and support.

VIP Extended Support Guarantee

To request the VIP Extended Support Guarantee (where included in your VIP tier):

- Email story@storyboardart.org with subject line: “VIP Extended Support Request”
- Include your full name, email used at enrollment, VIP enrollment date, and documentation showing completion of the required VIP milestones (as listed in your VIP materials).

We review your materials within 5 business days. If you meet the criteria, we confirm in writing and grant the additional support period specified in your VIP tier (typically 6 extra months of mentorship support at no additional tuition).

7) RECEIPTS, NOTICES, AND RECORDS

You receive a payment receipt and a copy (or link) to this policy at purchase.

We log your policy version, timestamp, IP address, and required checkboxes at checkout.

You are responsible for keeping your trackers, outreach logs, and CRM exports; these serve as your proof of completion for any guarantees and protect both you and us.

Third-party financing (e.g., Affirm/Klarna, where offered)

If you finance your enrollment through a third-party lender, your payment obligation is to that lender under your financing agreement.

- Any approved statutory or contractual refunds are returned to the original payment method and your loan is adjusted per the lender's rules.
- The **Service Guarantee provides additional service only and does not change or cancel any third-party financing obligations.**

8) RECORDING, ADVERTISING & MARKETING

- Call recording. You consent to the recording of sales, onboarding, and coaching calls for training, quality, compliance, and proof of work.
- Work shared in our community spaces. Work, posts, and progress you share in StoryboardArt community spaces — including our private mentorship Discord server — may be featured in StoryboardArt marketing, such as social posts, our website, advertising, and case studies.
- Only work you are free to share. The above applies to work that is your own and that you are free to share. Please do not post material you are under an NDA for, or that belongs to a studio, client, or another artist. We will not feature third-party material, and if you are unsure whether you can share something, please do not post it.

- We confirm with you first. We will always confirm with you before featuring your work publicly.
- We credit and tag you. When we share your work we credit you and tag your accounts, so the exposure works for you as well as for us.
- You can opt out at any time. Email mentorship@storyboardart.org and we will record it. Revoking advertising permission applies to future use of your work and does not affect your enrollment, your access, or your standing in the program.