



Refund and Cancellation Policy

Last Updated: 27 December 2025

TRUTH HUBS LTD (ABN: 88 687 699 627) ("we," "us," or "our") is committed to providing high-quality services and digital solutions. This policy outlines the circumstances under which refunds and cancellations are processed for our statewide Western Australian operations.

1. Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the **Australian Consumer Law**. For major failures with the service, you are entitled to:

- Cancel your service contract with us; and
- A refund for the unused portion, or to compensation for its reduced value.

2. Digital Hub Subscriptions & Access

If you have purchased a subscription or digital access to a Truth Hub:

- **Change of Mind:** We do not offer refunds for "change of mind" once digital access has been granted and the service has been initiated.
- **Technical Failures:** If a digital hub is unavailable for an extended period due to a major technical failure on our end (excluding regional connectivity issues outside our control), we will offer a pro-rata credit or extension of your access period.

3. Service Cancellations (Consulting & Projects)

For project-based services (e.g., workforce mobilization or community engagement):

- **By the Client:** Cancellations must be provided in writing to **info@truthhubs.live**. Fees already incurred for work performed up to the date of cancellation are non-refundable.
- **By TRUTH HUBS LTD:** We reserve the right to cancel or postpone services due to unforeseen circumstances (e.g., extreme weather in the Kimberley, safety risks, or logistical outages). In such cases, we will offer to reschedule the service or provide a refund for the unperformed portion of the contract.

4. Event & Training Cancellations

If you have registered for a TRUTH HUBS hosted event or training session:



- **Notice Period:** Cancellations made more than **7 days** before the event will receive a full refund (less any administrative booking fees).
- **Late Cancellations:** Cancellations made within **7 days** of the event are generally non-refundable, but may be transferred to another person at no extra cost.

5. Regional Connectivity & Force Majeure

TRUTH HUBS LTD is not liable for refunds where service delivery is hindered by factors beyond our reasonable control, including but not limited to:

- Regional telecommunications outages.
- Natural disasters (floods, bushfires, cyclones).
- Government-mandated restrictions. In these instances, our priority will be the safety of our team and the community, and we will work with you to reschedule services.

6. Processing Refunds

- **Request Process:** All refund requests must be submitted to **info@truthhubs.live** with proof of purchase and a brief explanation of the reason for the request.
- **Timeline:** Approved refunds will be processed within **10 business days** via the original payment method.

7. Contact Us

For any questions regarding this policy, please reach out to our team:

TRUTH HUBS LTD Address: Kununurra, WA 6743

Email: info@truthhubs.live

Website: www.truthhubs.com.au