

Return and Cancellation Policies

1. An authorized ChessKidz representative must approve all refunds.
2. In order to obtain a refund you must contact our office by phone or email. A Refund Request Form must be filled out in order to start processing the request. We are not responsible for refund requests left on the answering machine or voicemail.
3. Refunds are not issued after a session has ended. You must obtain refund approval prior to the last class of the session.
4. Please allow 3-4 weeks of processing time for refunds.
5. The following information must be provided in order for a refund to be issued:
 - Name of school
 - Student name
 - Grade
 - Name of parent to receive refund
 - Reason for refund
 - Address to mail check to
 - Session start date
 - Parent telephone number
 - Amount paid
 - Amount of refund requested
6. Refunds are not issued due to a student's absence. The student and/or parent are responsible for keeping track of session dates stated on the flyer. The only time we can pro-rate the fee is if the student is signing up late and has already missed the first or second classes.
7. Only the remaining classes from the time the refund is requested will be refunded. If we are expecting the student in the classroom on the day of the class, we cannot refund that class unless arrangements are made to inform our office beforehand.