



770 Chapel Street  
New Haven, CT 06510

203-401-8768

mydae.org

# dae Refund Policy:

Last updated: April 2026

## Overview:

We want you to feel confident in every program you invest in. This policy explains how refunds work across our paid programs, including how to request a refund, and when you can expect to receive it. All refunds are processed securely through our payment processor, Stripe.

## Refund Schedules by Program:

Refund eligibility depends on when you cancel relative to your program's start date. Here's a breakdown for each program.

### WORKdae Agentic AI and Quantum Computing:

#### 6-Week Intensive

Program price: \$2,500

| Cancellation Timing                           | Refund Amount | Transfer Option |
|---|---------------|-----------------|
| More than 3 weeks prior to program start date | 100%          | ✓ Yes           |
| 1 to 3 weeks prior to program start date      | 50%           | ✓ Yes           |
| Within 7 days of program start date           | 0%            | ✓ Yes           |

*\* If a future session is available, you may transfer your enrollment instead of receiving a refund (see Transfer Option below).*

### daeZERO Quantum Programs:

#### 1-Week Intensive

Program price: \$1,750

| Cancellation Timing                           | Refund Amount | Transfer Option |
|---|---------------|-----------------|
| More than 2 weeks prior to program start date | 100%          | N/A             |
| 2 weeks to 2 days prior to program start      | 50%           | N/A             |
| Within 48 hours of program start date         | 0%            | N/A             |



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### 2-Week Intensive

Program price: \$3,000

| Cancellation Timing                           | Refund Amount | Transfer Option |
|---|---------------|-----------------|
| More than 2 weeks prior to program start date | 100%          | N/A             |
| 2 weeks to 2 days prior to program start      | 50%           | N/A             |
| Within 48 hours of program start date         | 0%            | N/A             |

### 12-Week Program

Program price: \$3,800

| Cancellation Timing                           | Refund Amount | Transfer Option |
|---|---------------|-----------------|
| More than 3 weeks prior to program start date | 100%          | ✓ Yes           |
| 1 to 3 weeks prior to program start date      | 50%           | ✓ Yes           |
| Within 7 days of program start date           | 0%            | ✓ Yes           |

*\* If a future session is available, you may transfer your enrollment instead of receiving a refund (see Transfer Option below).*

### Enrollment Transfers:

Can't make it to your current session? For eligible programs (marked above), you may transfer your enrollment to a future scheduled session rather than canceling for a partial refund. This is a great option if your timing has changed but you still want to participate.

To initiate a transfer, please complete the [Program Registration Cancellation form](#). A member of our team will reach out with timing and availability of future scheduled sessions and next steps for finalizing a transfer.

Transfers must be requested before your cancellation window closes.

### How to Cancel Registration and Request a Refund:

Requesting a refund is simple. Please complete the [Program Registration Cancellation form](#).

Once your form is submitted, a member of our team will review it and reach out within two business days to confirm your refund and discuss transfer options if a future session is available.


### How Refunds Are Processed:

All refunds are processed through Stripe, our secure payment platform. Here's what to expect:



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- Refunds are sent back to the original payment method used at checkout (credit card, debit card, etc.).
- We are unable to redirect refunds to a different card or bank account.
- Most refunds appear on your statement within 5–10 business days, depending on your card issuer or bank.
- You may receive an email confirmation from Stripe once your refund has been issued.

Please note: Original payment processing fees are non-refundable, as these are charged by Stripe at the time of your transaction.

### What If My Refund Doesn't Arrive:

In rare cases, a refund may be delayed or unsuccessful due to a closed account, expired card, or issue on your bank's end. If your refund hasn't appeared after 10 business days, here's what we recommend:

- Check your statement for a pending or posted transaction from Stripe.
- Contact your bank or card issuer directly — they can often trace and apply the refund.
- Reach out to us if the issue remains unresolved and we'll work with you to find a solution.

### Contact Us:

Have a question about this policy or need help with a refund request? We're happy to assist.

- For questions about WORKdae 6-Week programs for working professionals, email:
  - [WORKdae@mydae.org](mailto:WORKdae@mydae.org)
- For questions about daeZERO Quantum Computing programs, email:
  - [daeZERO@mydae.org](mailto:daeZERO@mydae.org)

Our team is available Monday–Friday and will respond within two business days. We're committed to making this process as smooth as possible for you.

