Coach Academy Refund Policy

The USA Volleyball Coach Academy is an online coach education subscription program purchased through Shopify. The USA Volleyball Coach Academy provides three tiers (Bronze, Silver, and Gold) of content and both monthly and annual subscription plans for users to choose when paying for access. Below is the refund policy for both monthly and annual subscription plans.

Requesting Monthly Subscription Refunds

Users purchasing a monthly subscription plan can cancel their subscription at any time from within their Shopify profile. Due to the month-to-month flexibility, USA Volleyball does not refund any monthly subscription payments. Coaches must access their Shopify profile and cancel the subscription if they feel they no longer desire to subscribe to the program.

View and follow the steps below to cancel your subscription plan:

1) Sign into your Shopify account at the link here.

2) Click "**My Subscriptions**".

3) Locate your subscription and select "**Cancel Subscription".**

4) Follow the prompts and cancel the subscription.

Requesting Annual Subscription Refunds

Users purchasing an annual subscription plan can cancel their subscription at any time from within their Shopify profile, just like a Bronze subscription. However, since the annual subscription is not as flexible as monthly plans, the policy differs slightly.

USA Volleyball offers a 14-day moneyback refund policy for first time subscribers. If you choose the Annual Plan, **you are entering into a yearly subscription contract that automatically renews every 12 months unless canceled *before* the next payment date**. You are solely responsible for paying for the entire subscription and for canceling the account before the next scheduled payment date listed within the billing section of your plan. If you decide to cancel before the term of your subscription is up, your account will not be prorated, discounted, or refunded.

For questions on subscription refunds, please contact USA Volleyball Education Services at education@usav.org.