

TRANSERA GROUP LTD.

Owner-side EPCM for electrification

Cancellation, Refund & Rescheduling Policy

Strategic Discovery Advisory™ Engagement

Document type	Engagement Policy
Applies to	Strategic Discovery Advisory™ engagements
Effective	From engagement booking date
Currency	Canadian Dollars (CAD), inclusive of HST
Governing law	Province of Ontario, Canada

1. Purpose & Scope

This policy governs cancellations, refunds, and rescheduling for *Strategic Discovery Advisory™* engagements booked with Transera Group Ltd. ("Transera"). It is referenced at the point of engagement booking and forms part of the engagement terms.

The policy is designed to be **fair and predictable** for both parties. It recognises that the engagement consumes Transera's time and resources from the moment of booking, and provides clients with reasonable flexibility to cancel or reschedule when circumstances change.

Key terms used in this policy

Term	Definition
First call	The Strategic Discovery Call — the first of two scheduled live sessions in the Strategic Discovery Advisory™ engagement.
Report	The written Advisory Summary Report submitted to the client following the discovery process.
Engagement value	The total amount paid by the client for the Strategic Discovery Advisory™ engagement, inclusive of HST.
Administrative fee	A retained portion of the engagement value covering payment processing costs, prep work performed, calendar time reserved, and Transera's administrative effort. Subject to HST and remitted to CRA in accordance with Canadian tax law.
Business days	Monday through Friday, excluding statutory holidays observed in the Province of Ontario, Canada.

2. Cancellation Policy

Cancellations are categorised by **when** the cancellation request is received in relation to the engagement timeline. Refunds are calculated as follows:

Cancellation timing	Refund	Transera retains	What the retained amount covers
More than 48 hours before the scheduled first call	Full refund less administrative fee	≈ CAD \$33 (on a \$999 transaction)	Payment processing fees and minor administrative cost incurred by Transera at the time of booking.
Within 48 hours of the scheduled first call	75% refund	25% of engagement value	Payment processing fees, prep work performed in advance of the call, and the calendar slot reserved that cannot be reasonably re-allocated within 48 hours.
After the first call but before the Report is submitted	50% refund	50% of engagement value	Payment processing, the discovery call delivered, and report preparation work in progress at the time of cancellation.
After the Report has been submitted	Non-refundable	100% of engagement value	The engagement is considered fully delivered. The full deliverable (written Advisory Summary Report) has been provided to the client.

Worked example — refund amounts on a \$999 engagement

Cancellation timing	Refund to client	Retained by Transera
More than 48 hours before first call	≈ \$966	≈ \$33
Within 48 hours of first call	\$749.25	\$249.75
After first call, before Report	\$499.50	\$499.50

Cancellation timing	Refund to client	Retained by Transera
After Report submitted	\$0.00	\$999.00

Note: Refund figures shown are approximate and based on a \$999 CAD all-inclusive transaction. The administrative fee retained on Tier 1 cancellations may vary slightly based on the actual payment processing fee charged on the original transaction. HST is refunded proportionally with the refunded portion of the engagement.

3. Rescheduling Policy

Transera understands that schedules change. The rescheduling policy is designed to give clients reasonable flexibility while protecting the integrity of Transera's calendar and the engagement timeline.

Client-initiated rescheduling

Reschedule requests received at least 48 hours before the scheduled call

- One reschedule per engagement is included at no cost.
- Transera will offer the earliest available date within 30 business days of the originally scheduled call.
- Any further reschedules requested after the first reschedule will be treated as a cancellation under the appropriate tier of the cancellation policy (Section 2).

Reschedule requests received less than 48 hours before the scheduled call

- Late reschedule requests will be treated as a cancellation under the corresponding tier of the cancellation policy (Section 2).
- This is because Transera has typically completed pre-call preparation work and held the calendar slot, neither of which can be reasonably re-allocated within 48 hours.

Transera-initiated rescheduling

If Transera Group Ltd. is unable to deliver on the originally scheduled date or time for any reason (including illness, emergency, or unavoidable scheduling conflict), the following applies:

- The client will be offered the next available slot at no cost.
- The client's reschedule entitlement under this policy is preserved (i.e., a Transera-initiated reschedule does not consume the client's one included reschedule).
- If the client elects not to accept the rescheduled slot, they may request a full refund without deduction.

If a mutually-available slot cannot be agreed

If, despite best efforts on both sides, no mutually-available slot can be agreed within 30 business days of the originally scheduled call:

- The client may elect to receive a refund under the corresponding tier of the cancellation policy (Section 2), based on the cancellation timing of the original call (i.e., when the client first requested the reschedule).
- Alternatively, by mutual written agreement, the engagement may be held open beyond 30 business days. Any such extension is entirely at Transera's discretion and is not a contractual entitlement.

4. Transera-Initiated Cancellation

If Transera Group Ltd. initiates the cancellation of a Strategic Discovery Advisory™ engagement for any reason — including but not limited to fit assessment, scope misalignment, capacity constraints, or unforeseen circumstances — the client will receive a **full refund without deduction**.

Transera reserves the right to decline or terminate any engagement at its sole discretion. In such cases, the client is entitled to a full refund of the engagement value paid, regardless of the stage at which the cancellation is initiated.

5. Refund Processing

How refunds are issued

- Refunds are processed via the original payment method used at the time of booking.
- Stripe (or the active payment processor) is the system of record for refunds. The client will receive a refund confirmation email from the processor when the refund is issued.
- Bank-side processing typically takes 5–10 business days from the date of issuance, depending on the issuing bank's policies.
- Transera will issue the refund within 5 business days of receiving a confirmed cancellation request from the client.

HST handling on refunds

HST collected on the original transaction is refunded **proportionally** with the refunded portion of the engagement, in accordance with Canadian tax law and the requirements of the Canada Revenue Agency (CRA).

The administrative fee retained by Transera under any cancellation tier is itself subject to HST. The HST on the retained administrative fee is collected and remitted to CRA in accordance with Transera's standard HST reporting cadence.

Reconciliation guidance: *Clients who are HST-registered businesses claiming input tax credits should reflect the refund in their HST return for the period in which the refund is received. The original Stripe receipt and the refund confirmation together form the audit trail.*

Disputes & chargebacks

Clients are encouraged to contact Transera directly at ceo@transeragroup.com with any cancellation, refund, or service concern before initiating a chargeback through their card issuer.

Direct resolution is faster, costs neither party processing penalties, and preserves the relationship for future engagement. Transera commits to responding to any cancellation or refund request within 2 business days.

6. How to Request a Cancellation or Reschedule

To cancel or reschedule a Strategic Discovery Advisory™ engagement, please contact Transera using one of the following methods. Email is preferred for record-keeping.

Email (preferred)	ceo@transeragroup.com
Phone	+1 (365) 777-1235 · Mon–Fri, 9 AM – 6 PM Eastern
Microsoft Bookings	Use the reschedule link in your booking confirmation email

Information to include in the request

- Your name and the email address used for booking
- The date and time of the originally scheduled call
- Your Stripe payment confirmation number (visible on the original payment receipt)
- Whether you are requesting a cancellation or a reschedule
- If rescheduling: a few date/time options that work for you, ideally within the next 30 business days

7. Acceptance & Acknowledgement

By completing payment for the Strategic Discovery Advisory™ engagement, the client acknowledges that they have read, understood, and accepted the terms of this Cancellation, Refund, and Rescheduling Policy.

This policy is published at www.transeragroup.com and is referenced in the engagement booking confirmation email. A copy is available on request to ceo@transeragroup.com.

Transera reserves the right to update this policy from time to time. The version applicable to any given engagement is the version in force at the time of booking, and that version will be retained as part of the engagement record.

Questions about this policy?

Contact ceo@transeragroup.com or call [+1 \(365\) 777-1235](tel:+13657771235) before booking. Transera is committed to fair, transparent engagement terms and will gladly clarify any item.

