



## Course Refund Policy

### 1. Refund Eligibility:

We understand that circumstances may change, and we want to provide a fair refund policy for our students. Refunds are considered under the following conditions:

A refund request is submitted within 14 days from the date of course enrolment.

The student has not accessed more than 20% of the course content.

### 2. Course Suspension or Extension:

We understand that unforeseen circumstances, such as illness, may impact a student's ability to continue with their course. In such cases, refunds will be considered under the following conditions:

A refund request is submitted within 30 days from the date of illness confirmation.

A valid medical certificate or documentation from a healthcare professional is provided as proof of illness.

Refunds will not be issued for courses already completed or partially completed before the illness.

In cases of temporary illness, students may request a suspension of their course until they are able to resume their studies. Alternatively, an extension period may be considered.

### 3. Refund Process:

To initiate a refund, please contact our support team at [support@email.com](mailto:support@email.com) with your request. We will review your case and respond within 5 business days.

### 4. Refund Amount:

If the refund request meets the eligibility criteria, the refund will be processed for the amount paid minus a 10% administrative fee.

No refunds will be issued after 30 days from the date of course enrolment.

### 5. Payment Method:

Refunds will be issued using the same payment method used for the original purchase. Please allow 5-10 business days for the refund to be reflected in your account.

### 6. Non-Refundable Items:

Application or enrolment fees are non-refundable.

Any additional materials or resources purchased separately are non-refundable.

### 7. Course Modifications or Cancellations:

In the rare event that we need to modify or cancel a course, registered students will be offered the option to transfer to another course or receive a full refund.

### 8. Contact Information:

For any questions or concerns regarding our refund policy, please reach out to our support team at [support@email.com](mailto:support@email.com).