

# CSRCIND ONLINE TRAINING REFUND POLICY



## Refund Policy:

For CSRCIND online training courses only, our refund policy is below. We try and keep our refund policy as simple, fair and consistent as possible.

Students need to read the refund policy prior to the registration and any payment.

Refund can be sought with the following terms

- Refund requests should be sent 2 days before the scheduled batch start date. An amount of 5% from the course fee would be deducted towards administration charges and the remaining amount would be refunded in full.
- If refund requests are sent in less than 2 days before the scheduled batch start date, only 60% of the course fee paid will be refunded.
- No refund requests will be processed on or after the scheduled batch start date.
- No refund requests will be processed for the customers who do not show up for the scheduled training session.
- Reason we need to PAY the trainers before two days and that will not be paid back to us once it is DONE.
- By any reason if you are unable to continue in that particular batch we can transfer the student into the next batch "That should have a genuine reason which we should accept, then only."

## Batch Transfer:

Student has an option for batch transfer. Batch transfer to any other similar batch on our schedule would be done free of cost, if request is received 7 working days prior to the new batch date. Additional 5% of course fee would be charged for Batch transfer option, if request is received less than 7 days prior to the Batch launch date.

## Batch Postponement:

CSRC ONLINE TRAINING strives to start batches as per schedule. Postponement and cancellation is done only in inevitable situation. CSRCIND ONLINE TRAINING reserves the right to postpone the batches. The communication on the batch postponement would be provided 3 working days prior to the scheduled batch launch. Refunds are not applicable for batch postponement. Refunds can be sought for batch cancellation.

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## Batch Cancellation:

A Batch is considered as cancelled only in the following situations.

- CSRC ONLINE TRAINING makes a formal announcement on the cancellation.
- Batch has been postponed more than 2 occasions and CSRCIND ONLINE TRAINING does not provide any rescheduled dates.
- Refunds can be sought for Batch Cancellations on deduction of transaction charges, if any.
- The Refunds are applicable only for the tuition fee paid.
- Refunds are not applicable for fee paid towards Books, Materials, and Certificates.
- All the terms and conditions are made to have a smooth service and transparency sake only.

(Students should sign this document, and need to send the scan copy to us)

I read all the terms and conditions and understood the payment process, I am accepting all the above conditions with all my senses and cautiousness.

Student Signature

Full Name of the Student

(In Capital letters only)