



## **REFUNDS AND CANCELLATION**

We thank you and appreciate your purchase with us. Please read the policy, conditions and process carefully as they will give you important information and guidelines about your rights and obligations as our customer, concerning any purchase you make through us. The policy concerning the processing of the refund, shall be following the clauses as set forth:

### **1. PROCESSING OF REFUND**

The Company provides Refunds to the User or students only if Student cancels the course or wants to drop out within 15 (Fifteen) days from the start date of the course.

The User or student shall contact the Company at [contact@1upacademy.in](mailto:contact@1upacademy.in) and also fill in an online form available at <https://forms.gle/S2q55QXev83PHSNf7> , these formalities shall be completed within 15 days from the start date of the course.

The Company shall refund the payment amount on the following terms:

- i. If the payment to the company via opting in for a one time full payment method then the money shall be refunded to the user or student within 30 days of putting in a request for refund.
- ii. If the If the payment to the company via opting in for EMI payments then the company shall refund the amount to the bank within 10-15 days from when the request for refund started and the bank shall take another 10-15 days to remit the amounts to the User or students account.

The Company still reserves discretionary rights to reject a refund claim on a case to case basis.

### **2. CANCELLATION**

As a User, you have the right to cancel your request for service within the refundable time period (as stated above). The Company shall follow the same steps as processing refunds for cancellations also. (please refer section 1 of the policy)

The Company at its sole discretion may cancel any registration:

- a. if it suspects a User has undertaken a fraudulent transaction, or
- b. if it suspects a User has undertaken a transaction which is not following the Terms of Use, or
- c. If it suspects a User has posted defamatory statements on the Platform
- d. if the Company does not want to do business with the User.

Further, while all measures are taken to ensure accuracy of service specifications and pricing, the details of the product as reflected on the platform may be inaccurate due to technical issues, typographical errors or incorrect service information provided to the Company by the Interviewer and in such an event you shall be notified as soon as such error comes to the notice of the Company.

We maintain a negative list of all fraudulent transactions and non-complying users and reserve the right to deny access to such users at any time or cancel any Bookings placed by them in future.