

# Refund & Cancellation Policy

Upon completion of a Transaction, you enter into a legally binding and enforceable agreement with **English Masterclass India** for the purchase of the relevant product and/or service.

## 1 Cancellation

- Once a Transaction is successfully completed, cancellation is **not permitted**, unless expressly stated otherwise on the platform at the time of purchase.
- Any permitted cancellation shall be subject to the specific terms displayed on the platform.
- English Masterclass India reserves the sole discretion to approve or reject any cancellation request and may request additional information or clarification before making a decision.

## 2 Refund Eligibility

- Refunds shall be considered **only in cases where the product and/or service provided does not match the description** as mentioned on the platform.
- No refunds shall be provided for change of mind, non-attendance, partial usage of services, or dissatisfaction that does not relate to a mismatch in description.

## 3 Refund Request Timeline

- Any request for a refund must be submitted **within three (3) days** from the date of completion of the Transaction, or within such other period as may be specified on the platform, which shall not be less than three (3) days.
- Requests received after the stipulated period shall not be entertained.

## 4 Refund Request Process

- To request a refund, the User must raise a support ticket through the platform
- The refund request must clearly state the reason for the refund, specify the exact terms alleged to have been violated, and include supporting evidence where applicable.

## 5 Approval & Processing

- All refund requests are subject to review and approval by English Masterclass India.
- We reserve the right to request additional information before processing any refund.
- Approved refunds shall be processed through the original payment method and timelines shall be governed by the respective payment gateway or banking institution.