

## PAYMENTS, REFUNDS AND RESCHEDULE POLICY

**Pricing and Payments:** You can purchase Online Courses of your choice for any category(ies) of content by following instructions on the Platform and making the payment applicable for the Courses you intend to purchase.

Please read the below terms applicable for the purchase of your Courses. The below terms are to be read with any other terms communicated to you at the time of purchase of your Courses/Subscription:

- a. You agree to pay all course fees and charges that are attributable to your account on the Platform and that you are solely responsible for payment of these fees and charges. The Subscriptions are payable in full and in advance and are valid until the completion of the applicable Subscription Period or until otherwise cancelled or terminated in accordance with the terms of this Agreement.
- a. If you have specifically authorized us, then the payments for the applicable Subscriptions/courses are automatically charged at the beginning of each billing period, unless you withdraw your authorization or submit a cancellation request to us directly through your account prior to the start of the billing period or in writing via email to the address specified in the ‘Contact for User Support/Queries’ section below.
- b. If you have not made the complete payments for your Courses, we may restrict / suspend your access to the Platform until your account becomes current and paid in full.
- c. We reserve the right to pursue the fee owed to us using collection methods which may include charging other payment methods on file with us and/or retaining collection agencies or legal counsel.
- d. Your payments to ULearn-Edu shall be subject to applicable taxes including without limitation Goods and Service Taxes (GST) and Value Added Taxes (VAT) or other similar taxes as may be applicable in your country of residence/from where you have created your account on the Platform/ purchased the underlying Subscriptions.
- e. We reserve the right to change/revise the pricing of the Subscriptions/Courses already received by us, we will implement the price changes during the next billing period or renewal of the Subscriptions.
- f. We further reserve the right to offer custom plans and pricing (including discounts and / or special offers) in addition to what is offered on the Platform, which include offering custom billing and payment terms, that are different from our standard terms.
- g. We use third-party payment gateways and/or aggregators to process payments applicable to the Services offered by us. Third-party payment gateway(s) made available to you may vary depending on the Subscriptions/courses you choose. Similarly, we have also enabled integration of third-party payment providers to facilitate better payment options to you, which may vary depending on your territory or the Subscription/courses you choose. Third-party payment gateways/aggregators and third- party payment providers shall collectively be referred to as “**Third-Party Service Providers**”.

The Third-Party Service Providers may also charge you fees to use or access their services and may require your Personal Information to complete any transaction for the Platform. Further, to facilitate completion of your payments to us through the Platform or avail the payment options provided to you, you may be redirected to an external website operated by the Third-Party Service Provider. We cannot and do not (i) guarantee the adequacy of the privacy and security practices employed by or the content and media provided by the Third-Party Service Provider or its respective websites or (ii) control collection or use of your

Personal Information by such Third-Party Service Provider. Hence, prior to using any services offered by a Third-Party Service Provider, we suggest that you read their terms and conditions, privacy policy and other policies, that may apply, to understand their terms of usage and to understand how your Personal information is being processed. The Company (ULearn-Edu and ULearn-Edu Pvt Ltd.) is not affiliated to any Third-Party Service Provider and neither Company nor any of the Third-Party Service Provider are agents or employees of the other.

Further, pursuant to the payment option you may choose, you may be required to enter into a separate agreement with the relevant Third-Party Service Provider. This agreement with the Third-Party Service Provider is an independent contract/agreement between you and such Third-Party Service Provider and “ULearn-Edu” shall in no manner be a party to the same. “ULearn-Edu” is only facilitating various payment options to you and is not offering the payment by itself in any manner.

- h. You agree that you are solely responsible for all charges that occur through such Third-Party Service Providers and acknowledge and agree to indemnify, defend, and hold harmless “ULearn-Edu” its licensors, their affiliates, and their respective officers, directors, employees, and agents from any loss arising out of or related to the use of the Platform or any purchases made through the Platform. This obligation will survive your use of the Platform and termination of your Agreement with us. For purposes of the Platform Terms, “Loss” means all losses, liabilities, damages, awards, settlements, claims, suits, proceedings, costs, and expenses (including reasonable legal fees and disbursements and costs of investigation, litigation, settlement, judgment, interest, and penalties). “ULearn-Edu” shall not be liable to you for any claims arising out of any act or omission on the part of the Third-Party Service Provider(s) including, but not limited to, any lost, stolen, or incorrectly processed payments. “ULearn-Edu” expressly disclaims any responsibility and liability for all services provided by the Third-Party Service Provider(s).
- i. Please note that all Subscription payments are collected by “ULearn-Edu” only through the Platform and not through any third parties (except Third-Party Service Provider(s)). We do not usually authorize any third party (except Third-Party Service Provider(s)) to collect monies on our behalf; however, if we have authorized any third party then such third party will have received a written authorization from “ULearn-Edu” either by way of any agreement or an authorization letter. Kindly verify with such a third party before you make any payments to them, alternatively, you can always check with us by writing to us at email address provided under the ‘Contact for User Support/Queries’ section below.
- j. Further, “ULearn-Edu” is solely authorized to offer discounts / offers, if any, on the Subscription/Courses prices. These discounts / offers are communicated on the Platform or via direct communication to you from “ULearn-Edu” via email, SMS, phone, or such other means of communication, and can be availed only through the Platform, unless otherwise specifically communicated by “ULearn-Edu”. Other than “ULearn-Edu”, no person, including without limitation, Content Providers, or any third-party platform, are allowed to offer any discounts on the Subscription prices offered on the Platform. “ULearn-Edu” shall not be liable for any claims arising from such unauthorized discounts / offers offered by any person (including any third-party platform or Content Provider), other than “ULearn-Edu”.

## **Type of Course**

1. **Explore Courses:** 1-month long program in either the Business, Technical or Creative field as mentioned on the website of the company.

## **Refund Policy**

Thank you for buying a course with us. We want to make sure that our customers have an exceptional learning experience online. As with any online purchase experience, the below are the terms and conditions that govern the Refund Policy. When you buy a course on the <https://www.ulearn-edu.com/> you agree to our Privacy Policy, Terms of Use and the conditions covered below.

## **Refund and Rescheduling Policy.**

If you choose to enroll in any Course offered by ULearn-Edu, you agree to be bound by all the terms and conditions below. The terms for refunds and rescheduling are different for Explore Courses and Explore Courses respectively. You are encouraged to view the demo content for the respective Course before choosing to enroll in such Course since ULearn-Edu shall not be liable to refund any amount on the grounds of dissatisfaction with quality of content, delivery, teaching and other such similar grounds.

## **Explore Courses Refunds and Rescheduling**

1. ULearn-Edu will not issue refunds for any purchases made on the website and any payment made in order to enroll in any Explore Course is deemed to be final and no claim of refund can be raised under any circumstances unless expressly provided for within this Refund Policy.
2. If you choose to book a slot in any Explore Course by partial payment of a token amount, you shall under no circumstances be entitled to any refund of the same. The outstanding amount for Course enrolment must be paid within 30 days of the partial payment and until the full amount is paid, ULearn-Edu shall not provide access to the Course. Your seat on the Course, however, shall be blocked and kept on hold for the duration of this period. If the full payment is not made within the 30-day period, the token amount shall stand forfeited, and you shall not be entitled to any adjustment or refund of the same.

3. If after enrolling into any Explore Course, you are unable to attend the Course before the program's commencement then you may reschedule your Course before the first of respective scheduled month.
4. If the course has commenced, you may request for rescheduling if the mentee/Leamer/Candidate has completed less than 35% of the selected course/program. The rescheduling will be subject to the verification done by the support team of the company.

### **Explore Courses Refunds and Rescheduling**

1. ULearn-Edu will not issue refunds for any purchases made on the website and any payment made in order to enroll in any Explore Course, whether full payment or EMI, is deemed to be final and no claim of refund can be raised under any circumstances unless expressly provided for within this Refund Policy.
2. In cases where there is cancellation of EMI, the liability for payment of instalments shall rest completely with the EMI partners of your choosing and ULearn-Edu shall not provide any concession or reduction in lieu of the same.
3. If you choose to book a slot in any Explore Course by partial payment of a token amount, you shall under no circumstances be entitled to any refund of the same. The outstanding amount for Course enrolment must be paid within 30 days of the partial payment and until the full amount is paid, ULearn-Edu shall not provide access to the Course. Your seat on the Course, however, shall be blocked and kept on hold for the duration of this period. If the full payment is not made within the 30-day period, the token amount shall stand forfeited, and you shall not be entitled to any adjustment or refund of the same.
4. If you have received any Placement opportunity from ULearn-Edu and have chosen to discontinue or leave the engagement, or if you have received a Placement opportunity independently and without the assistance of ULearn-Edu you shall also not be entitled to any refund.
5. If a Mentee/Leamer has enrolled for a Explore Course and due to unforeseen and severe circumstances (unforeseen and severe circumstances will be decided by the grievance redressal committee of ULearn-Edu Pvt Ltd), are unable to meet course requirements, Mentee may be allowed to opt for a 'Pause' in the said course/program that will put your participation in the Course on hold for a specific time period. It is clarified that each and every Mentee/Learner who opts for pause, shall be required to submit a valid

proof/documents for seeking pause in the Explore Courses and ULearn-Edu after looking at the documents will approve or disapprove the same. No pauses will be accepted without a valid document/proof. The decision of the ULearn-Edu will be final.

6. A maximum of one (1) Pause can be requested by each enrolled Mentee in an Explore Course and the Learners/ Mentees will only be granted/allowed to start/unpause within one of the next 3(three) consecutive cohorts of the said Explore Course.

### **Dispute Redressal**

Any dispute arising out of or in connection with the refund, shall be communicated through written email by the mentees/learners to the company's support team. The company will provide support and will resolve the dispute amicably. However, if the dispute could not be resolved by the support team, the Mentee/Leamer can ask the support team to refer the case/dispute to the "Dispute Redressal Committee" or can directly mail at [support@ulearn-edu.com](mailto:support@ulearn-edu.com) Moreover, the decision of the committee would be final.

It is clarified that the Leamer/Mentee can only reach the "Dispute Redressal Committee" after he/she has approached the support team of the Company.

### **Contact for User Support/Queries**

ULearn-Edu aims to provide a seamless learning experience to the students but if you are not satisfied with course quality or for refund or rescheduling, kindly contact us at [support@ulearn-edu.com](mailto:support@ulearn-edu.com) for the redressal of the issue from your registered email.

### **DISCLAIMER :**

All refunds and rescheduling will be decided on a case-to-case basis by ULearn-Edu. The final decision will be taken by the team/committee of ULearn-Edu dealing with the refund and rescheduling part. No one has a right to seek parity in cases of refund and rescheduling. Any false declaration made by any candidates/mentee while opting for courses will make the candidates/mentee ineligible for services provided by ULearn-Edu.