

## Refund Policy - Certification in Career Counseling (iDreamCareer)

This Refund Policy outlines the terms and conditions under which refunds will be issued for iDreamCareer's Certification Program in Career Counseling.

### Cancellation Charges (as applicable)

1. Before commencement of Level 1 Training (L1) - Cancellation Charges - Rs. 0/- (Zero) - Any customer may send the request to cancel their enrolment before 7 working days from the start of the L1 without incurring any cancellation charges. Complete refund shall be made available as per the amount paid.
2. Post commencement of L1 - Cancellation Charges - Rs. 10,000/- all inclusive - Any customer may send the request to cancel the enrolment within 5 working days of the commencement of the L1, and refund after deduction of the cancellation charges shall be made available as per the amount paid.
3. Post commencement of Level 2 (L2) - No refund shall be applicable for L2 and L3 both, depending on the levels enrolled for
4. No Show - No intimation to our team with acceptable reasons for being absent from the training program within 30 working days from the commencement of L1/L2 should be received. No refund shall be provided in case of failure to inform our team within 60 working days of the commencement.
5. Enrolment for Level 3/NCDA Training only - No refund shall be made available once payment towards L3(NCDA) has been made.

### How to avail Refund?

Step 1 - Refund requests must be submitted in writing via email to **support@idreamcareer.com** for the cancellation request, citing clear reasons for cancellation along with the details of the program purchased and order receipt/invoice.

Step 2 - The refund amount will be processed within 7 days of receiving the cancellation request, and the amount will be credited to the original payment method used for the purchase.

### Contact Information

For any questions or concerns regarding our refund policy, please contact **support@idreamcareer.com** or call **Customer Support Phone Number** - +91 9555990000.

## Terms and Conditions

This refund policy is effective from **1<sup>st</sup> September 2024** and may be subject to change.

Thank You!

