

REFUND POLICY

British Learning (“we,” “our,” “us”) strives to provide the best possible educational services to our students. We understand that there may be circumstances where a student may need to request a refund. This Refund Policy outlines the conditions and procedures under which refunds will be provided :

Eligibility for Refund

1.1 Initial Refund Window: Students are eligible for a 100% refund of their fees if they are not satisfied with the training materials, contents, our credentials, or recognitions, or for any other reasons, provided they notify us within 24 hours of enrolment.

1.2 Procedure for Refund Request: To request a refund, students must send an email to support@britishlearning.uk within 24 hours of enrolment. The email should include the student's name, course details, and a brief explanation of the reason for the refund request.

1.3 Refund Processing: Upon receipt of a valid refund request within the specified 24-hour period, we will process the refund within 8-10 working days. The refund will be credited to the bank account of the student who made the original payment.

2. Conditions for Refund

2.1 Non-Eligibility after 24 Hours: If no email seeking a refund is received within 24 hours from the time of enrolment, the fees paid will be considered non-refundable under any circumstances thereafter.

2.2 Access to Training Materials: After enrolment, students have complete access to all our training materials. Therefore, we provide the 24-hour window for refunds to allow students to review the materials and ensure we meet their expectations.

2.3 Subscription Cancellations: Students may cancel their subscription through their account on the platform. However, the cancellation will become effective at the end of the then-current billing period. This means we will not renew the subscription, but the existing subscription will continue until the end of its billing period. No refunds will be provided for the remaining period of the subscription unless otherwise specified in this Refund Policy.

3. Cancellation and Refund Procedure

3.1 Cancellation Request: Students wishing to cancel their subscription must do so through their account on the platform.

3.2 Effect of Cancellation: Upon cancellation, British Learning may disable access to features made available through the subscription. However, the student's account may continue to exist on the platform.

3.3 Refund for Cancellations: No refund will be provided for fees already paid unless the cancellation is requested within the initial 24-hour refund window.

4. Contact Information

For any questions or concerns regarding the refund policy or to initiate a refund request, please contact us at:

- **Email:** support@britishlearning.uk
- **Postal Address:** 502, 5th Floor, Raheja Titanium, Geetanjali Nagar, WE Highway, Goregaon East, Mumbai 400063, India

6. Changes to This Refund Policy

We may update this Refund Policy from time to time. We will notify you of any changes by posting the new Refund Policy on our website. You are advised to review this Refund Policy periodically for any changes. Changes to this Refund Policy are effective when they are posted on this page.

By using our services and enrolling in our courses, you agree to this Refund Policy.

Note: You agree to submit to the exclusive jurisdiction of the courts located in Mumbai to resolve any legal matter arising from the Refund Policy.