

REFUND, CANCELLATION, COURSE CHANGE AND RESCHEDULING POLICY

PURPOSE: This policy governs the refunds process and will address matters arising out of situations that may require processing of refunds.

SCOPE: The policy encompasses employees, students, and candidates that are in the ecosystem of requesting and/or processing refunds.

This policy does not cover situations where refunds are not approved or authorized by Coincent management.

A. INTERNSHIPS:

1. Online internship

SCOPE: The fees that we charge the students is only for training them via live classes and not internship itself. Coincent does not charge any amount for the internship project phase as it is completely complimentary.

2. Offline internship

SCOPE : The fees that we charge the students is for the offline workshops that are conducted and not for the online project phase. The online project phase would be complimentary for all the participants in the offline work shop.

B. FEES

There are two components to internship, certification and job guarantee program fees:

- Registration Charges for using platform
- Mentorship Fees.

C. PROCEDURE FOR REFUND OR CANCELLATION OF PROGRAMS

1. Programs:

a. Internship Programs-

i. Self-Paced Internship Program:

All self-paced internship programs are non-refundable and non-transferrable under any circumstances. Full refunds will be issued only if Coincent cancels the complete program

ii. Online Internship Program:

All online internship programs are non-refundable and non-transferrable under any circumstances. Full refunds will be issued only if Coincent cancels the complete program

iii. Offline Internship Program and Hybrid Internship Program:

All Offline and Hybrid internship programs are non-refundable and non-transferrable under any circumstances. Full refunds will be issued only if Coincent cancels the complete program

b. Certification Program

i. Self Placed Certification Programs:

Self paced certification programs are non- refundable and non-transferable under any circumstances. Full refunds will be issued only if Coincent cancels the complete program

ii. Online Certification Program:

All online certification programs are non-refundable and non-transferrable under any circumstances. Full refunds will be issued only if Coincent cancels the entire program

iii. Offline Certification Program:

Offline certification programs are refundable only if refund request is raised 1 week prior to the commencement of classes and the student has not accessed the LMS.

Please note that the registration charges which is 20% of the course fee or Rs.1000/- (whichever is higher) are nonrefundable at any point in time.

iv. Hybrid Certification Program:

Hybrid certification programs are non-refundable and non-transferrable under any circumstances. Full refunds will be issued only if Coincent cancels the entire program.

c. Job Guarantee Programs-

i. Self Paced Job Guarantee (Assistance) Program:

Self paced programs are refundable only if a refund request is raised up to 1 week before the date of commencement and the student has not accessed the LMS. Any refund requests post LMS access will be strictly denied. Please note that the registration charges which is 20% of the course fee or Rs.1000/- (whichever is higher) are non refundable at any point in time.

ii. Online Guarantee Program:

All online job guarantee programs are non-refundable and non-transferrable under any circumstances. The refunds will happen only if student has successfully completed the course but is unable to secure a job provided:

- 85% attendance for the classes held.
- All major projects, minor projects and case studies have been successfully completed.
- Exams or certification requirements for the course have been met.

Full refunds will be issued only if Coincent cancels the entire program.

2. Process for refund:

For all refunds please contact us at: refunds@Coincent.in

The refunds team will contact you within 2-5 business days.

For approved refund cases Refunds Form needs to be filled.

In 7-10 business days refund is issued.

How Your Refund is Returned:

If your payment came from your card, it will be refunded to that card. Depending on your card issuer, it may take up to 30 days to complete a refund.

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+91-8197247420 / support@coincent.ai

CIN: U80301KA2021PTC152679 II GSTN: 292200176712TRN II PAN: AAPCM0337E

If your payment came from your bank account, it will be refunded to that bank account.

If your payment came from some other source (instamojo, phonepe, googlepay etc) it will be refunded back to the same source.

Please note no cash refunds are made under any circumstances.

D. CHANGE OF COURSE

Coincent allows you to change your course to an alternative course only once using the following guidelines:

- Coincent is notified in writing at least 1 week before the commencement of the original course.
- The alternative course has seats available and will be finished within 1 month of the original course finish date.
- If switching to a course of a higher value, students are required to pay the amount difference. However, if switching to a course of a lower value, Coincent is not liable to pay the amount difference. A processing fee of Rs. 500/- needs to be paid within 3 days after Coincent accepts change of course request, failing which course change request will be cancelled and no further request will be entertained.

Course change is allowed only once during the program.

Process For Change Of Course-

Contact Coincent at support@Coincent.in with your course change request.

Once approved, fill up the “Course Change Form” and submit it within 3 business days.

Pay the processing fees + difference in course costs (if applicable) and submit the receipt to “support@Coincent.in”.

In 5-7 business days, you will get a confirmation for the course change request.

E. RESCHEDULING

1. Rescheduling by Coincent are governed by the following guidelines:

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- If a course doesn't begin within 10 business days of the published commencement date, a student is entitled to either a full refund or can choose to join a different batch/course.
- Coincent will make all possible efforts to conduct a course. However, in the event of a course being rescheduled due to unforeseen delays on our end, Coincent is only responsible for the cost of the course. Any travel, logistics or personal expenses incurred due to this program won't be refunded.

2. Rescheduling request by customer are governed by the following guidelines:

- The reschedule request has to be made at least 7 business days before the commencement of the course.
- The rescheduled date should be within 90 days of the initial commencement date.
- Rescheduling will not allow the customer to change their course.
- The reschedule is subject to availability of seats.
- A rescheduling fee of Rs. 500/- must be paid within 5 business days from the date of approval

3. Process for Rescheduling of Course:

Contact Coincent at support@Coincent.in with your course rescheduling request.

Once approved, fill up the "Reschedule Course Form" and submit it within 3 business days.

Pay the processing fees + difference in course costs (if applicable) and submit the receipt to "support@Coincent.in"

In 5-7 business days you will get a confirmation for the course reschedule request.

If rescheduled course is of a higher value, students are required to pay the amount difference. However, if switching to a course of a lower value, Coincent is not liable to pay the amount difference. A processing fee of Rs. 500/- needs to be paid within 3 days after Coincent accepts reschedule request, failing which reschedule request will be cancelled and no further request will be entertained.



F. CANCELLATION-

Coincent reserves the right to cancel any session or change the location of the session for reasons such as Instructor unavailability, insufficient participants or force majeure events such as earthquakes, fire, flood, riots, curfew, bandh, protest, strike, civil unrest etc. Please note our cancellation policy is governed by the following:

In case Coincent cancels a workshop/seminar/conference, 100% refund will be paid to the participants.

In case Coincent changes the location of the event, arrangements of a similar infrastructure as previously decided will be executed.

No personal expenses due to the change of location will be borne by Coincent under any circumstances.

Coincent reserves the right to either accommodate students in a similar infrastructure as originally decided or pay compensation Coincent deems fit for the same.