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security of your Account. We have the right to cancel any account at any time if we believe you are not in compliance with any or all of the terms.

Launch Projects, Websites and Content

Coincent provides several online projects and Certification programs both offline as well as online. Depending on the project chosen, the scope of services and payment terms might vary. All payments in favour of Coincent are non refundable, for any reason post expiry of trial period i.e. 5 days from the payment.

Information about services offered and prices would be provided on the website. You agree to pay the price for the services that you want to subscribe for as per the pricing schedule indicated in the Site. At the time of payment, you need to provide accurate information regarding your account, including a valid credit card or debit card or net banking credentials, and you must certify that you are over 18 years of age and legally able to enter into a valid and binding contract with Coincent.

You agree that Coincent will not be liable for any loss caused by any unauthorised use of your credit card or any other method of payment by a third party in connection with the use of Site. You waive your right to dispute any payment made into your account and you will bear all costs.

Any attempt to defraud Coincent through the use of credit cards or other methods of payment, or any failure by you to honour charges or requests for payment will result in immediate termination of your account.

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Coincent may use third party electronic payment processors and/or financial institutions ("EPPs") to process financial transactions. You irrevocably authorise us, as necessary, to instruct such EPPs to handle such transactions and you irrevocably agree that Coincent may give such instructions on your behalf in accordance with your requests as submitted on the Site.

While availing any of the EPPs available on the Site, We will not be responsible or assume any liability, whatsoever in respect of any loss or damage arising directly or indirectly to you due to:

Lack of authorization for any transactions.



Any payment issues arising out of the transaction or

Decline of such transactions for any reason.

You understand, accept and agree that the payment facility provided us, is neither a banking nor financial service.

Modification of Pricing And Billing Terms-

We reserve the right at any time to institute new prices, and to change the amount of or the basis for determining any prices or charges with respect to any courses offered. You agree to pay all charges, including applicable taxes, in accordance with the billing terms in effect at the time the price or charge becomes payable.

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Attempt to obtain, or assist third parties in obtaining, unauthorised access to the site.

Abuse the use of the site in any way including for advertising or solicitation to buy or sell any products and/or for creating, sharing and sending unsolicited commercial messages, bulk email, "junk mail", "spam" or chain letters.

Create or send any viruses, worms or trojan horses, flood or mail bombs, or engaging in denial of service attacks while using the Site.

Use the Site in any manner that damages, disables, overburdens, or impairs the Site, or Coincent's systems or servers, or the cloud or other platform on which the we operate, and/or otherwise interferes with any other party's use and enjoyment of the Site.

Access the site by any means other than through the interface that is provided by us for accessing the Site.

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You shall use all reasonable endeavours to prevent any unauthorised access to, or use of, the Site and, in the event of any such unauthorised access or use, it shall promptly notify us.

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GRIEVANCE OFFICER-

In accordance with Information Technology Act 2000 and rules made there under, the name and contact details of the Grievance Officer are provided below:

Name: Mridula Chhetri

Designation: Director

Email: support@coincent.ai

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User agrees to indemnify, defend and hold harmless Coincent and its Affiliates from and against any and all claims, liabilities, damages, losses, costs, expenses, and fees of any kind (including reasonable attorneys' fees and legal costs), arising from or relating to: (a) any information (including User Content or any other content) that User or anyone using User's account submits, posts, or transmits on or through the Sites or Services; (b) the use of the Sites or Services by User or anyone using User's account; (c) the violation of these Terms of Use by User or anyone using User's account; or (d) the violation of any rights of any third party, including intellectual property, privacy, publicity, or other proprietary rights by User or anyone using User's account.

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The Terms of Use shall be governed by the laws of India, and the courts at Bengaluru, India shall have exclusive jurisdiction with respect to any dispute arising hereunder

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The Site is controlled and operated from within India. Coincent makes no representation that the Site is appropriate or available in locations outside of India. Those who choose to access the Site or use our services from other locations do so at their own risk and are responsible for compliance with applicable laws.

GENERAL-

The failure of Coincent to enforce any right or provision of these Terms of Use will not constitute a waiver of future enforcement of that right or provision. The waiver of any such right or provision will be effective only if in writing and signed by a duly authorised representative of Coincent. Except as expressly set forth in these Terms of Use, the exercise by either party of any of its remedies under these Terms of Use will be without prejudice to its other remedies under these Terms of Use or otherwise. If for any reason a court of competent jurisdiction, as applicable, of competent jurisdiction finds any provision of these Terms of Use invalid or unenforceable, that provision will be enforced to the maximum extent permissible and the other provisions of these Terms of Use will remain in full force and effect.

MISCELLANEOUS-

Except as expressly provided in these Terms of Use, there shall be no third-party beneficiaries to the Terms of Use. Coincent shall have the right to assign its rights or delegate any of its responsibilities under these Terms of Use to an affiliate or in connection with a merger, consolidation or reorganisation of Coincent for the sale of substantially all of its assets.

In the event that any provision of this Agreement, or the application thereof, becomes or is declared by a court of competent jurisdiction to be illegal, void or unenforceable, the remainder of this Agreement will continue in full force and effect and the application of such provision to other persons or circumstances will be interpreted so as reasonably to effect the intent of the parties hereto.

This Agreement constitutes the entire agreement between Coincent and User regarding the subject matter hereof, and supersedes any previous arrangement, understanding or agreement between the parties, written or oral, relating to the subject matter hereof.

Notwithstanding anything to the contrary herein, Coincent will not be held liable for any delay or failure in performance or non-availability of the services resulting,



directly or indirectly, from acts of nature, events, omissions, accidents or causes beyond its reasonable control, including, but not limited to, internet failure, network or computer equipment failures, telecommunication equipment failure, electrical power failures, strikes, lock-outs or other industrial disputes, labour disputes, riots, insurrections, civil disturbances, shortages of labour or materials, fires, floods, storms, explosions, breakdown of plant or machinery, acts of God, war, governmental actions or orders, orders of domestic or foreign courts or tribunals.

ONLINE INTERNSHIP

SCOPE-

"The fees that we charge the students is only for mentorship and using our platform and not the internship itself. Coincent does not charge any amount for the internship project phase as it is completely complimentary."

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 workshop."

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.

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

Registration Charges.

Program Fees.

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PROCEDURE-

Programs:

Internship Programs-

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

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

Offline Internship Program:

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

Certification Programs-

Self Placed Certification Programs:

Self paced certification programs are refundable only if 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 are 20% of the course fee or Rs.1000/- (whichever is higher) are non refundable at any point in time.

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

Offline Certification Program:

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Offline certification programs are refundable only if a 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 are 20% of the course fee or Rs.1000/- (whichever is higher) are non refundable at any point in time.

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.

Job Guarantee Programs-

Self Paced Job Guarantee (Assistance) Program:

Self paced programs are refundable only if 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 are 20% of the course fee or Rs.1000/- (whichever is higher) are non refundable at any point in time.

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.

OFFLINE CERTIFICATION PROGRAM:

Offline certification programs are refundable only if a 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 non refundable at any point in time



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.

Process for Refund:

For all refunds please contact us at: support@[coincent.ai](mailto:support@coincent.ai)

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

For approved refund cases Refunds Form need to be filled.

In 7-10 business days a 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.

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.

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.

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



PROCESS FOR CHANGE OF COURSE-

Contact Coincent at support@coincent.ai 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.ai".

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

RESCHEDULE-

Rescheduling of program, classes, course, projects, internships etc by Coincent are governed by the following guidelines:

If a course doesn't begin within 10 business days of 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 Technology is only responsible for the cost of the course. Any travel, logistics or personal expenses incurred due to this program won't be refunded.

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

Process for Rescheduling of Course:

Contact Coincent at support@coincent.ai 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.ai ”In 5-7 business days you will get a confirmation for the course reschedule request.

If a 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.

CANCELLATION-

Coincent Technology 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 Coincen 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.

User Content

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