

## **REFUND, CANCELLATION, PROGRAM 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. Industrial training:**

#### **➔ Online Industrial Training**

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

### **B. FEES**

There are two components to Industrial Training, certification program fees:

- Registration Charges for using platform
- Mentorship Fees.

### **C. PROCEDURE FOR REFUND OR CANCELLATION OF PROGRAMS**

#### **1. Programs:**

##### **➔ Industrial Training Programs-**

- i. Self-Paced Industrial Training Program:

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

ii. Online Industrial Training Program:

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

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

➔ **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 program fee or Rs.1000/- (whichever is higher) are non refundable at any point in time.

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

**2. Process for refund:**

For all refunds please reach out to us: support@Coincent.in  
In case if you applicable for refund then 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 will be processed.

### 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 PROGRAM**

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

- Coincent is notified in writing at least 1 week before the commencement of the original program.
- The alternative program has seats available and will be finished within 1 month of the original program finish date.
- If switching to a program of a higher value, students are required to pay the amount difference. However, if switching to a program 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 program request, failing which program change request will be cancelled and no further request will be entertained.
- program change is allowed only once during the program.

### **Process For Change Of program:-**

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

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

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

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

### **D. RESCHEDULING**

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

- If a program doesn't begin within 15 business days of the published commencement date, a student is entitled to either a full refund or can choose to join a different batch/ program. doesn't begin within 15 business days of the published commencement date, a student is entitled to either a full refund or can choose to join a different batch/ program.
- Coincent will make all possible efforts to conduct a program. However, in the event of a program being rescheduled due to unforeseen delays on our end, Coincent is only responsible for the cost of the program. 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 program.
- Rescheduling will not allow the customer to change their program.
- 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 program:**

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

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

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

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

If rescheduled program is of a higher value, students are required to pay the amount difference. However, if switching to a program 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.

#### **A. 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.