

# Refund Policy, Terms of Use and Privacy Policy

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**Effective Date: 24 December 2025**

This Cancellation & Refund Policy applies to all **Training Programs, One-to-One Consultations, Strategy Calls, and Digital Marketing Services** offered by us (“we”, “our”, “us”).

By enrolling in our training, booking a consultation, or purchasing any digital marketing service, you agree to the terms outlined below.

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## 1. Our Refund Philosophy

We believe in **clarity, fairness, and transparency**.

Our services involve time-bound expertise, preparation, strategy, intellectual effort, and resource allocation. Once work begins, these efforts cannot be reversed or resold.

This policy balances **client fairness** with **practical operational realities**.

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## 2. Definitions

- **Client / You:** Any individual or business purchasing our services
- **Services:** Training programs, consultations, audits, strategy sessions, and digital marketing execution
- **Commencement of Work:** Any preparation, analysis,

onboarding, communication, research, scheduling, or delivery effort initiated after payment

- **Working Day:** Any day excluding Sundays and Indian public holidays
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### **3. Cooling-Off Period (Limited Refund Eligibility)**

You may request a **full refund within 12 hours of payment**, provided:

- No training session has been attended
- No consultation has been conducted
- No strategy, audit, onboarding, or preparation work has commenced

Once work begins, the cooling-off period automatically expires.

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### **4. Non-Refundable Services & Components**

The following are **strictly non-refundable** once payment is made:

- One-to-one consultations, calls, or strategy sessions (completed or missed)
- Training sessions already attended (live or recorded)
- Digital marketing audits, account reviews, strategy documents, or reports once shared
- Setup work, onboarding, research, planning, or internal preparation

- Missed sessions due to client no-show or late arrival
  - Payment gateway fees, taxes, or transaction charges
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## 5. Partial Refunds (Where Applicable)

Partial refunds may be considered **only at our discretion** if:

- A long-term service is cancelled midway
- The request is made in writing with valid reasoning
- Work completed can be clearly separated from remaining scope

### Refund Calculation Formula:

**Refund Amount = Total Paid – (Completed Work Value + Non-Recoverable Costs)**

Completed work includes time spent, expertise applied, resources allocated, and deliverables already created.

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## 6. Training Programs (Live / Recorded / Hybrid)

- **No refunds** once training access is granted or sessions have started
- **No refunds** for partial attendance or inability to continue
- **No transfers** to another person unless explicitly approved in writing
- Recorded content access is considered service delivery

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## 7. Consultation & Strategy Calls

- All consultation and strategy calls are **non-refundable**
- Rescheduling is allowed **once**, if requested at least **24 hours in advance**
- No-shows or same-day cancellations result in **forfeiture of fees**

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## 8. Digital Marketing Services

For SEO, Ads, Social Media, Funnels, or Consulting retainers:

- Work is considered commenced once onboarding, analysis, or setup begins
- No refunds after execution starts
- Results depend on multiple external factors and are **not guaranteed**
- Dissatisfaction does not automatically qualify for a refund

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## 9. Client Delays & Inactivity

If the client:

- Fails to provide required inputs
- Remains unresponsive for **15 calendar days**
- Delays approvals or feedback

The project may be paused or closed without refund, as resources and time are already allocated.

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## 10. How to Request a Refund

To request a refund (if eligible):

- Email: **mail.amninder@gmail.com**
- Subject: **Refund Request – [Registered Phone / Email]**
- Include: Reason for request and payment details

We will acknowledge within **2 working days** and communicate a decision within **3 working days**.

Approved refunds are processed within **5–7 working days** after the communication of the decision to the original payment method.

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## 11. Service Quality Concerns

If you believe service delivery did not meet agreed scope:

- Notify us in writing within **7 days** of service delivery
- We may offer clarification, correction, or rework where reasonable

Refunds are not automatic and remain discretionary.

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## 12. When Refunds Are Not Possible

Refunds will **not** be provided in cases of:

- Change of mind
  - Personal, financial, or scheduling issues
  - Lack of results or expectations mismatch
  - Services marked as **non-refundable** at purchase
  - Violation of our terms or misuse of training material
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## 13. Final Authority

All refund decisions rest solely with us and shall be final, binding, and non-negotiable.

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## 14. Governing Law

This policy is governed by the **laws of India**, and any disputes shall fall under the jurisdiction of Indian courts.