

# PROJECT MANTRA REFUND POLICY

At Project Mantra we are committed to a great student learning experience and do so in a fair and equitable manner. Our refund policy below ensures a smooth and hassle-free transaction with Project Mantra.

## **Offline Programs:**

### **Refunds**

- All our offline programs (internship, certification, pro-degree etc.) are valid for a refund up to 6-weeks prior to the start of the class. A convenience fee of 20% of the course fee or pre-registration charges, whichever is higher, is deductible from the refund value.
- Any transactional fee while refunding will be borne by the customer.

### **Cancellation**

- Project Mantra 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.
- In case Project Mantra cancels an offline workshop/seminar/conference and is not able to schedule a similar event within 2-weeks of the expected start date, then a 100% refund will be paid to the participants
- In case Project Mantra changes the location of the event, arrangements of a similar infrastructure as previously promised will be arranged. No personal expenses due to the change of location will be borne by Project Mantra under any circumstances.
- Project Mantra holds the right to either accommodate participants in a similar infrastructure as originally decided or pay compensation Project Mantra deems fit in lieu of the services promised.

### **Batch Change**

- Batch changes are allowed only for very specific reasons. The cases are evaluated on their individual merits.
- A processing fee of INR 1000/- is charged for batch change, if it is approved. In addition, if the new batch course fee is higher, you will have to pay the difference. In the unlikely circumstance of new batch course fee being lower, the difference will neither be refunded nor be adjusted.
- The final decision of batch change lies with Project Mantra Management.

## **Course Change**

- In case you want to change your program, we will allow for the changes only for very specific reasons. These cases are evaluated on their individual merits.
- A processing fee of INR 1000/- is charged for changing your program, if it is approved. In addition, if the new program's fee is higher, you will have to pay the difference. In case the new program's fee is lower, the difference will neither be refunded nor be adjusted.
- The final decision to change the course/program lies with Project Mantra Management.

## **Online Programs:**

### **Refunds**

- All our online programs (internship, certification, pro-degree etc.) are non-refundable.
- Very special cases after careful evaluation and consideration by the management team are approved for refund. In those cases, a convenience fee of 20% of the course fee or pre-registration charges, whichever is higher, is deductible from the refund value.
- Pre-registration fees are strictly non-refundable.
- Any transactional fee while refunding will be borne by the customer.

### **Cancellation**

- Project Mantra 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.
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## **Course Change**

- In case you want to change your program, we will allow for the changes only for very specific reasons. These cases are evaluated on their individual merits.
- A processing fee of INR 1000/- is charged for changing your program, if it is approved. In addition, if the new program's fee is higher, you will have to pay the difference. In case the new program's fee is lower, the difference will neither be refunded nor be adjusted.
- The final decision to change the course/program lies with Project Mantra Management.

## **Process for Refund**

- Step 1: For all refund related concerns please contact us at: [support@projectmantra.com](mailto:support@projectmantra.com)
- Step 2: Fill up the **refund evaluation form** carefully. The support team will contact you within 5-7 business days with the final decision on your refund appeal.
- Step 3: For **approved** refund cases **Refund Details** Form need to be filled:
- Step 4: In 7-10 business days refund is issued -

## **How your refund is issued:**

- 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