

GENERAL :

Thank you for enrolling in Mycaptain Courses. We constantly endeavor to ensure learners of Mycaptain Courses have an exceptional learning experience. However, we understand that you may change your decision, and with that, we have devised the Satisfaction Assurance Program which is governed by this "Refund Policy". Below are the terms and conditions that govern this policy.

REFUND RULES :

- A. Every effort is made so as to service the course(s) purchased as per the specifications and timelines mentioned in the description of the course on the website. If due to any circumstances or limitations from the Company's side, the purchase of the course does not meet your expectations, you may request to cancel the course during the Cancellation Window by writing to us at support@mycaptain.in subject to the satisfaction of conditions set in herewith. If the request is accepted by the Company, such transaction stands canceled, and the amount paid by you shall be refunded in full, subject to any deductions as may be applicable as per the terms and conditions set out in this Refund Policy.
- B. The Company shall not be liable to provide any refunds, for any reason including lack of usage, or dissatisfaction with the course/teachers, the request for which is received by the Company after the expiry of the Refund Window. For the avoidance of doubt, the Refund Window shall expire after 5 (Five) calendar days following the purchase of the course and no refund requests received after the expiry of the Refund Window shall be entertained by the Company. With respect to any requests for cancellations and refunds received by the Company after the expiry of the Refund Window, the Company shall have the sole discretion to decide if any refund should be provided to such learner, in whole or in part.
- C. To process the refund our team may contact you to verify your details within 2(two) business days from the date of receipt of the request. Therefore, it is mandatory for you to raise your request for a refund from your registered email ID and phone number only.
- D. In case you want to continue with the course after raising a request, you may withdraw the refund request by writing to us at support@mycaptain.in. Such withdrawal request shall be final and you shall not be allowed to re-initiate a new refund request with respect to the same course under any circumstances.

- E. You shall receive the refund of the course fee paid by you in the same payment source you used to make the payment to register, within 45 - 60 business days. In case there are any difficulties or errors in processing the payment to your source account, you may be requested to share details of an alternate bank account with requisite documents such as a canceled cheque pertaining to the relevant bank account for verification purposes. In the event you fail to provide the complete details (as may be requested by the Company) of the alternate bank account within 5 (Five) calendar days, upon being requested by the Company in writing, the Company shall not be liable to refund the course fee to you. Post refund the course access will be revoked.

- F. Whilst every effort is made to provide you with an excellent learning experience, we reserve the right to withdraw or cancel the refund in any event where we have identified fraudulent activity attributable to the Learner requesting such refund and cancellation. In such circumstances, there shall be no re-attempt of refund made to such Learner.

- G. In the event of partial or advance payment, the remitted token amount shall not be subject to refund should full payment not be received within a period of seven (7) days.

- H. Mycaptain reserves the right to make additions, deletions, or modifications to the policies on the Service at any time without prior notice. MyCaptain holds the right to cancel a mentee's course in extreme circumstances. These circumstances will only be assessed on a case-by-case scenario.

Conditions -

1. In case a cancellation is requested (Pro courses) within five calendar days from the Date of purchase with a valid reason then the refund shall be processed. Approval for such refunds shall be contingent upon review and authorization by the relevant department. After the conclusion of the cancellation window, the course is considered non-refundable. Please note this is applicable for only Pro Courses, Kickstarter courses are Non-Refundable.

2. Once the course is commenced no refund request shall be entertained even if not a single Live class is attended by the mentee. However, in case of a delivery issue, the mentee shall be eligible for a refund as follows (Only applicable for Pro courses) :

- A. From the course start date i.e. 5th of the Course's scheduled month, in case of any delivery issue within 2 - 4 weeks of class consumption 75% fee for Cancellation will be provided(Excluding GST).
- B. Post 4 weeks from the course start date i.e. 5th of the Course's scheduled month - Not eligible for Cancellation.
- C. The cancellation window concludes precisely 4 weeks from the commencement of the course, which aligns with the 5th day of the scheduled month for the respective course.

4. In the event that a mentee is ineligible for cancellation, they have three options -

- A. The mentee can temporarily pause the course for a duration of up to three months. It's important to note that in cases of EMI payment, the payment schedule will remain unaffected.
- B. The mentee may choose to reschedule their course for the subsequent month.
- C. Another available option is to transfer the course to a friend or family member. Please be aware that any arrangements made for the transfer of the course are the sole responsibility of the mentee and MyCaptain assumes no liability in this regard.

5. For any medical concerns or health-related reasons, mentees may exercise the option to either temporarily pause the course or choose to reschedule it, based on their individual preference. (Please be advised that during this period, EMI payments cannot be deferred)

Delivery issues are defined as :

- A. You not receiving communication from MyCaptain for your Onboarding, Classes, Projects, etc. In case MyCaptain has reached out to you (over WhatsApp, slack, email, or phone call) and you haven't actioned on any recommendation, MyCaptain will not be liable to define this as a "delivery issue".
- B. If you are unable to access recordings of a Live Class for more than 7 days. Even after raising the concern via email to - support@mycaptain.in
- C. If the MyCaptain platform (app.mycaptain.in) is not working for you and has not been fixed for your usage in spite of you raising support tickets for the same. In case there is a downtime we are to experience, you will be sent communication about the same and this shall not be deemed under "delivery issues".

