



Refund and Registration Cancellation Policy

Effective Date: 14th August 2025

Last Updated: 8th September 2025

This **Refund and Registration Cancellation Policy** outlines the terms under which refunds and cancellations are processed for courses offered through **KreativeEducation**, a brand under **Enkidu Techlabs Pvt. Ltd.** ("Company", "we", "our", or "us").

By registering for any of our online self-paced learning courses, you acknowledge and agree to the terms below.

1. Registration and Payment

- Course registration is confirmed only upon **successful payment** via our official payment gateway.
- Access to course content is granted immediately or within 24 hours after registration (unless otherwise specified).

2. Refund Policy

Due to the **digital nature** of our self-paced learning courses, we follow a **strict no-refund policy** under the following conditions:

Non-Refundable Scenarios:

- Access to **any part** of the course content has been granted
- User has logged in and started the course
- Failure to complete the course or assessments within the access period
- Change of mind or scheduling conflicts
- Inability to meet system or technical requirements from the user's end

Eligible Refund Requests (if any):

We may issue a **100% refund** only if:

- The payment was made in error or multiple times for the same course
- The user **has not accessed any part of the course**
- A technical issue on our platform prevents course access and cannot be resolved within 7 working days

To request a refund under these conditions, contact us at **[Insert Email Address]** within **3 days of payment**, along with proof of issue and payment.



3. Registration Cancellation

- You may **cancel your registration** by notifying us at **[Insert Email Address]**.
- If the course has **not yet been accessed**, cancellation is allowed, and a refund may be considered per Section 2.
- Once access is initiated, registration cannot be cancelled.

4. Course Postponement or Cancellation by Us

In the rare case that we cancel or postpone a course due to unforeseen circumstances (e.g., technical failures, discontinuation), you may be offered:

- A **full refund**, or
- An option to **reschedule or transfer** to another course of equal value

5. Refund Processing

- Approved refunds will be processed within **10 – 15 business days** from the date of approval
- Refunds will be issued to the **original payment method only**
- **Required deductions may be applicable**
- We are not responsible for delays caused by banks or third-party services

6. Contact Us

For any questions, support, or feedback, contact us at:

Enkidu Techlabs Pvt. Ltd.

Email: enkidutechlabs@gmail.com

Phone: +91 85956 12291