

REFUND POLICY

Bonjouronline offers a full money-back guarantee to be availed within **72 hours** of the course start date. Click [here](#) to read more about it.

Eligibility for Refund

Refunds are available for purchases or enrollments made on bonjouronline.in within 72 Hours of the commencement of the course date and provided that you have not attended equal to or more than 3 classes of the course enrolled in. To be eligible for a refund, you must have a valid reason for dissatisfaction, such as technical issues or medical conditions, that may hamper your availability to continue with the said course.

Refund Process

To request a refund, please contact us at bonjouronline.in@gmail.com with your order details and reason for dissatisfaction. We will review your request and process the refund within 7 business days.

Refund Amount

Refunds will be issued for the full purchase price of the product or service, discounting any ongoing offers/discounts or promotions applied. Refunds will be issued to the original payment method used for the purchase.

Non-Refundable Items

Certain items are not eligible for a refund, including products or services that have been used or downloaded, as well as gift cards or promotional vouchers.

Factors Outside our Control

Bonjouronline cannot guarantee the results or outcome desired by a particular client/student enrolled in a course. The outcome or results desired by the client vary on diverse and external factors like change of plans, not captivating and/or retaining the lessons by individual brain, examiners being strict or changes brought in the exam pattern of TEF/TCF/DELF/DALF examinations and not limited to these reasons. Problems like these are beyond our control and are not covered by this guarantee or eligible for refund. Hence, these arguments cannot be a reason for refund.

Force Majeure

Bonjouronline shall not be considered in breach of its Satisfaction Guarantee policy or default under any terms of service, and shall not be liable to the Client for any cessation, interruption, or delay in the performance of its obligations by reason of earthquake, flood, fire, storm, lightning, drought, landslide, hurricane, cyclone, typhoon, tornado, natural disaster, act of God or the public enemy, pandemic, epidemic, famine or plague, action of a court or public authority, international or nationwide lockdown, change in law, explosion, war, terrorism, armed conflict, labor strike, lockout, boycott or similar event beyond our reasonable control, whether foreseen or unforeseen (each a "Force Majeure Event").

Changes to Refund Policy

We may update this refund policy from time to time. Any changes will be posted on our website, and users will be notified via email or by posting a notice on our website.

If you have any questions or concerns about our refund policy, please contact us at bonjouronline.in@gmail.com .