

## **REFUNDS AND CANCELLATION POLICY**

We thank you and appreciate your purchase with us. Please read the policy, conditions and process carefully as they will give you important information and guidelines about your rights and obligations as our User, concerning any purchase you make through us. The policy concerning the returns and refund requests, shall be following the clauses as set forth:

### **1. RETURN REQUESTS**

The website does not consider any return requests as the website is not selling any tangible products for return requests to be validated.

### **2. CANCELLATION REQUESTS**

As a registered User, you do have the right to cancel your course upon purchasing the same within 1 (One) week of purchase. The refunded amount shall be reversed back to your account from which the payment was done to rectify the issue. If the User cannot place any cancellation requests the User can email to “[contact@asemtica.com](mailto:contact@asemtica.com)” in case if refund has not been received after 15 - 30 days of transaction.

The Company at its sole discretion may cancel any order(s):

- a. if it suspects a User has undertaken a fraudulent transaction, or
- b. if it suspects a User has undertaken a transaction which is not following the Terms of Use, or
- c. in case of unavailability of a service, or
- d. for any reason outside the control of the Company including causes for delivery related logistical difficulties.
- e. if the Company does not want to do business with the User

The Company maintains a negative list of all fraudulent transactions and non-complying Users and reserve the right to deny access to such Users at any time or cancel any orders placed by them in future.

### 3. PROCESSING OF REFUND

Refunds are done within 15-30 working days and the amount shall be credited by the same mode of payment as it was received. You will be refunded in the currency you were charged in. If this is not your native currency, your bank may charge exchange fees, or a change in the exchange rate may have resulted in a difference in the amount refunded compared to the amount you originally paid (in your native currency). It is solely your responsibility if you have to pay any fees or bear any losses in this process.

You shall make all Refund requests by contacting to the technical team support available on the Platform, which will be the official mode of communication with our Platform and the Company. The Company shall waive all other means of communication made. All Refunds shall be made only on the basis and upon investigation by us on following such guidelines. The Refund shall be completed between **Fifteen (15)** to **Thirty (30) days** from the date of refund request made by the User. The refunded money may take up to 15 - 30 working days to reverse the transaction. If the money has not been refunded within 15 - 30 working days then you can email “contact@asemtica.com”

The Company will not be able to refund any third party payment gateway charges incurred at the time of payment. Further, the Company may deduct any transaction fee incurred for reversing the transaction.