

Cancellation and Refund Policy

Effective Date: 25th April, 2025

At CollegeMap, we are committed to providing students with the best possible guidance in choosing the right college and branch. We value your satisfaction and strive to ensure a smooth experience with our platform. This policy outlines our cancellation and refund procedures for paid services.

Definitions

- **Enhanced Model:** Custom built tool that gives personalized college suggestions based on student inputs.
- **Career Counseling:** One-on-one guidance from expert mentors to help students align their academic goals and preferences.
- **Confirmed Counseling:** A session is considered “confirmed” once CollegeMap assigns and shares the counselor’s details with the user.

Cancellation Policy

- **Enhanced Model Access:** Once payment is made and the model results are displayed, the transaction is **non-cancellable and non-refundable**.
- **Career Counseling:** Users may cancel **before counselor assignment confirmation**. After confirmation, **no cancellations** will be accepted.
- **Free Services:** No cancellation required, as they do not involve payments.

Refund Policy

Refunds May Be Considered If:

- There is a **technical issue** on our end that prevents access to the service, and we are **unable to resolve it within 48 hours**.
- **A paid service was not delivered or confirmed** (e.g., counselor not assigned, **model not generated**).

No Refunds Will Be Issued:

- After Enhanced Model results are shown.
- After counselor assignment for Career Counseling is confirmed.
- For dissatisfaction based on personal opinion or change of mind.
- For incorrect user inputs (e.g., wrong rank or preferences).
- For gateway transaction charges (if any).
- For free services or trials.

User Responsibility

Users are responsible for:

- Providing **accurate and truthful** information.
- Ensuring they meet all requirements for counseling or model access.

Incorrect information may lead to suboptimal results and **does not qualify** for refunds.

Abuse & Fraud Prevention

CollegeMap reserves the right to:

- **Deny refunds for users found misusing services.**
- **Suspend accounts for repeated violations or fraudulent activity.**

Force Majeure

We are not liable for refunds or delays caused by circumstances beyond our control, including but not limited to:

- Internet or power outages
- Natural disasters
- Third-party platform failures

Policy Updates

This policy may be updated at any time. Users are advised to check the latest version on our website before making any purchase.

Refund Process

- Email your refund request to **collegemap123@gmail.com** with your registered email ID, payment receipt, and a clear explanation.
- Approved refunds will be processed within **7 business days** to the original payment method.

Governing Law

This policy shall be governed by and construed in accordance with the laws of **India**. All disputes shall fall under the jurisdiction of courts located in **Mumbai, Maharashtra**.

Need Help?

For any queries or clarification, please reach out to us at **support@collegemap.in**. We're here to help!

Terms and Conditions

Last updated on Apr 23 2025

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