Refund Policy

1. Introduction

This Refund Policy governs the terms and conditions under which refunds may be requested or processed for the ThinkSync Hackathon ("the Event"). By registering for the Event, each participant ("you" or "participant") acknowledges that they have read, understood, and agreed to this Refund Policy in its entirety.
 The Event organizers ("we," "our," or "us") strive to maintain transparency, fairness, and consistency in all financial transactions related to the hackathon. Please read this document carefully before proceeding with your registration or payment.

2. General Policy

All payments made for participation in the hackathon, including but not limited to registration fees, are **final and non-refundable**.
 By completing the registration and payment process, participants explicitly agree that they shall not be entitled to claim or receive a refund for any reason, except as outlined in specific cases within this document.

We strongly recommend that all participants review event details, schedules, and eligibility criteria before making a payment to avoid any inconvenience later.

3. Non-Refundable Situations

No refund shall be issued under any of the following circumstances:

- Failure to attend the event for any reason, including personal emergencies, health issues, technical problems, or internet failure.
- Disqualification or removal from the hackathon due to non-compliance with event guidelines, unethical behavior, plagiarism, or misconduct.
- Mistaken or unintentional registration by the participant.
- Dissatisfaction with event outcomes, judging, or team selection processes.

- Delay or change in event schedule due to unforeseen circumstances beyond the organizers' control, such as natural disasters, internet outages, or platform malfunctions.

4. Event Cancellation or Rescheduling

In rare and exceptional cases where the hackathon must be **canceled, postponed, or rescheduled** due to organizational, technical, or legal reasons, participants will be duly informed through official communication channels.

In such cases:

- If the **event is canceled permanently**, a full refund will be processed within **7–14 business days** to all registered participants.
- If the **event is rescheduled**, participants will have the option to either:
   a) Attend the event on the new date, or
   b) Request a full refund within **7 days** from the date of the reschedule announcement.

Refunds, where applicable, will be processed using the same payment method used during registration.

5. Duplicate Payments

In case of **accidental duplicate transactions**, participants must report the issue to our support team within **five (5) business days** from the date of payment.
 After successful verification of transaction details, the duplicate amount will be refunded to the original payment method. Requests made after the five-day period may not be considered.

6. Technical Failures and Internet Connectivity

We do not take responsibility for refunds in case of participant-side technical issues such as:

- Poor or unstable internet connection
- Device malfunction or hardware problems
- Inability to access the hackathon platform due to outdated browsers or unsupported systems

Participants are responsible for ensuring they have adequate internet connectivity, compatible devices, and required software before the event.

7. Change in Participation or Team Composition

Registrations are **strictly non-transferable**.
 If a participant is unable to attend, they cannot transfer their participation to another individual, team, or future event. Team modifications after registration must be approved by the organizers and do not qualify for any refund.

8. Payment Gateway Charges

Any service charges, transaction fees, or payment gateway fees deducted during the registration process are **non-refundable**, even in cases where partial refunds are issued by the organizers.

9. Disqualification and Violations

Participants may be disqualified at any time if they:

- Violate event rules, code of conduct, or terms of service.
- Engage in plagiarism, unethical coding practices, or misconduct.
- Attempt to manipulate results, disrupt the event, or exploit the system.

No refund shall be issued under such circumstances, regardless of the participant's progress or time spent in the event.

10. Refund Processing and Timelines

For cases where refunds are applicable, the following terms apply:

- Refunds will be processed within **7–14 business days** after verification.
- Refunds will be made through the **same payment mode** used at the time of registration.
- Processing time may vary depending on your bank or payment provider.
- The organizers hold no liability for delays caused by third-party financial institutions.

11. Contact and Support

For any refund-related queries or issues, participants may contact our official support team via email. All refund requests must include valid proof of payment and registration ID.

Email: support@thinksynchackathon.com
 Subject line: Refund Request – [Your Full Name] / [Registration ID]

Incomplete or inaccurate refund requests may be delayed or rejected.

12. Dispute Resolution

In case of disputes regarding refunds, participants agree to first contact the organizers directly for resolution.
 All decisions made by the organizing committee regarding refunds shall be **final and binding**. No further appeals shall be entertained once a decision is made.

13. Acceptance of Policy

By registering for the ThinkSync Hackathon, participants acknowledge that they have carefully read and understood this Refund Policy and agree to be bound by its terms.
 The act of registration and payment implies full acceptance of all clauses mentioned herein, without exception.

14. Updates to this Policy

The organizers reserve the right to modify or update this Refund Policy at any time without prior notice. Any changes will be published on the official hackathon website and will take effect immediately upon posting.
 Participants are encouraged to review this page periodically to stay informed about the latest terms.

Last Updated: October 2025
Effective Date: Upon publication on the official website