

Refund Policy for EduShark Enterprise

Last Updated: [15-05-2025]

1. Overview

At **Edu Shark Enterprise**, we strive to ensure customer satisfaction with our [products/services/courses]. However, if you are not completely satisfied, this policy outlines the conditions under which refunds may be granted.

2. Eligibility for Refunds

- **Digital Products/Subscriptions:** Refunds may be issued within **7 days** of purchase if the product is defective or fails to meet the described functionality.
- **Services (e.g., Consulting, Tutoring):** Refund requests must be submitted within **7 days** of service completion, provided the service was not delivered as agreed.
- **Courses/Memberships:** Refunds are available within **7 days** of enrollment if no more than **25% of content** has been accessed.

Note: Refunds are **not** provided for:

- Change of mind after product/service delivery.
- Partial use of services/courses beyond the allowed threshold.
- Downloadable digital products (if not defective).

3. How to Request a Refund

To initiate a refund:

1. **Contact Us:** Email **[Your Email]** with:
 - Order/purchase details (invoice/receipt number).
 - Reason for the refund request.

2. **Processing Time:** Refunds are reviewed within **7 business days** and issued via the original payment method within **7 days** of approval.

4. Non-Refundable Items

- Customized or personalized services/products.
- Completed one-on-one sessions (e.g., tutoring, consulting).
- Subscription fees after the billing cycle has started.

5. Cancellations

- **Subscriptions/Memberships:** Cancel anytime, but no refunds for the current billing period. Future charges will be discontinued.

6. Disputes & Chargebacks

If you dispute a charge without contacting us first, your access to services may be suspended pending investigation. We reserve the right to challenge unjustified chargebacks.

7. Contact Us

For refund requests or questions:

Email: [saurabhkumarchauhan.srk@gmail.com]

Phone: [+918545830767]