



Refund Policy – Iqraa Arabia

At Iqraa Arabia, we are committed to providing a high-quality and reliable educational experience. The following refund policy outlines the conditions under which refunds may be granted:

1. Online Programs (Delivered via Iqraa Arabia Platform)

- No refunds are allowed after completing the registration and payment process.
- Refunds will only be granted in the following cases:
 1. A technical issue on the Iqraa Arabia platform that prevents the student from accessing or benefiting from the program, provided the issue continues for more than 3 consecutive days and is confirmed by our technical support team.
 2. Postponement of the start date by more than 60 days beyond the originally scheduled date, without offering a suitable alternative.

2. In-Person Programs

- No refunds are allowed after completing registration and payment.
- Exceptions apply only in the following cases:
 1. Program cancellation by Iqraa Arabia.
 2. Postponement of the start date by more than 60 days without offering an alternative within that timeframe.

3. Refund Processing

- In the approved cases above, the full amount will be refunded.
- Refunds will be processed within a maximum of 21 business days from the date the request is approved by Iqraa Arabia management.
- The refund will be made using the same payment method used in the original transaction.

4. How to Submit a Refund Request

Refund requests can be submitted through the Iqraa Arabia platform via the request form in your user account, or by contacting our support team at:
salam@iqraamkh.com

Please include the following information:

- Full name
- Subscription or invoice number
- Reason for the refund request
- Payment method used

5. Non-Refundable Cases



The following reasons are not considered valid grounds for a refund:

- Personal time constraints or being too busy
- Lack of personal engagement or failure to benefit due to the student's own schedule
- Dissatisfaction with the teaching style or program structure after the start of the course
- Personal circumstances such as **unexpected travel, changes in study plans, or relocation**
- **Failure to attend or participate in the program (fully or partially)**
- **Late enrollment or joining the program after it has started**
- **Withdrawing from the program after partial participation**

6. Disclaimer

Iqraa Arabia reserves the right to update or modify this refund policy at any time. Users will be notified of any updates through official communication channels.

