



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 (Inside the Kingdom of Saudi Arabia)

- 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

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.