

Privacy Policy - SkillFlow

Introduction

This Refund and Cancellation Policy outlines the conditions under which users of SkillFlow may request refunds or cancel services. By using our website, you agree to the terms set out in this policy.

Refund Eligibility

We offer refunds for eligible course purchases under the following conditions:

- The refund request is made within 7 days of purchase.
- The course has not been completed or significantly consumed (less than 20% watched or used).
- The user provides a valid reason for dissatisfaction with the course.

Non-Refundable Items

The following are not eligible for refunds:

- Courses purchased as part of a bundle or promotion
- Services already rendered (e.g., one-on-one mentorship sessions)
- Completed or significantly consumed courses

Refund Process

To request a refund, users must:

1. Email support@skillflow.in with their order ID and reason for refund.
2. Allow 5-7 business days for the refund to be processed after approval.

Refunds will be issued to the original payment method via Stripe.

Cancellations

Users can cancel a service or subscription (if applicable) at any time. However, cancellations do not guarantee a refund unless specified under our Refund Eligibility section.

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Contact Us

For any questions or concerns related to refunds or cancellations, please contact us at: support@skillflow.in