

REFUND & CANCELLATION POLICY

This **Refund & Cancellation Policy** (hereinafter referred to as the “**Policy**”) shall govern the relationship between **Edruptz**, a company, having its registered office address in Ireland (hereinafter referred to the “**Company**” or “**Edruptz**” or “**us**” or “**our**” or “**we**”) and you (hereinafter referred to “**you**” or “**your**”) when a course listed on the Platform by the Expert, and/or is purchased by the Buyer on our site – www.edruptz.com/ (hereinafter referred to as the “**Website**” or “**Site**” or “**Platform**”).

Please read this Policy carefully, as it forms a binding agreement between you and Edruptz. If you do not accept this Policy in its entirety, then you may not make purchases on Edruptz.

This Policy shall be read in conjunction with our **Buyer Terms** (*if you are a Buyer*) or **Expert Terms** (*in case you are an Expert/Course Seller*).

1. ACCEPTANCE OF THIS POLICY

By listing any of your courses on Edruptz as an Expert, or by purchasing any of the courses listed on the Platform as a Buyer, you hereby represent that you have read, understood, and agreed to be bound by this **Policy**, our **Buyer Terms/Expert Terms** (*as may be applicable to you*), and any future updates and additions to these policies, as published from time to time at the Website or as otherwise may be communicated to you.

2. DESCRIPTION

All details in respect of the qualification or expertise of the Expert, and in respect of the courses or its materials or content, is provided by the respective Expert, and we in no way can confirm the same. Therefore, Edruptz does not warrant that such description or representation or course content will always be accurate, complete, reliable, current or error-free.

3. RETURNS AND REFUND

- a) **Period during which you can raise a complaint:** We want Edruptz to be a place where you purchase the courses of your choice with confidence – be that in any category. For this reason, we have a very flexible Refund Policy of **30 (thirty) days** from the date of purchase of the

course by you (“**Refund Period**”). However, your refund request will be accepted subject to certain eligibility criteria mentioned in **Section 3(b)** below.

b) **Eligibility for Refund:** You will not be eligible for the refund under the following circumstances (*determined in our sole discretion*):

- i. Where a significant portion of the course has already been consumed or downloaded by you before the refund was requested; or
- ii. Multiple refunds have been requested by you for the same course; or
- iii. Excessive refunds have been requested by you; or
- iv. Your account has or had been reported, banned or course access disabled due to your violation of our Buyer Terms or other policies; or
- v. For any other reason that we in our sole discretion determine.

c) **Edruptz’s decision shall be final:** We will take action based on our sole discretion as to whether the refund shall be provided to you or not. The decision reached by Edruptz in respect of the above shall be the full and final, and shall be binding on both the Buyer as well as the Expert. The said decision of Edruptz shall not be eligible for an appeal. *Nothing mentioned in this section shall be deemed to limit the entitlement of the Buyer under any applicable law.*

d) **Where will you receive the Refund:** For the refund requests approved by us, you will receive the refund of the amount actually paid by you for such course in your original method of payment, and should reflect within the period of **5 to 10 business days** from the date we approve your refund request.

e) **How to Raise a Refund Request:** To raise a refund request, please reach out to us at support@edruptz.com before the expiry of the Refund Period. Refund requests raised after the Refund Period concludes will not be entertained.

4. GOVERNING LAW AND DISPUTE RESOLUTION

Unless provided by the relevant statute, rules or directives applicable to the jurisdiction in which you reside, in case of any claims, disputes or controversies arising out of or in relation to the services, or this Policy, the same shall be dealt with as per the Governing Law and Dispute Resolution clause as mentioned in the **Buyer Terms/Expert Terms** (*as the case may be*).

5. UPDATES TO THIS POLICY

We may add to or change or update this **Refund & Cancellation Policy** at any time, from time to time, entirely at our own discretion, with or without any prior written notice. You are responsible for checking this Policy periodically. Your use of the Platform after any amendments to this Policy shall constitute your acceptance to such amendments.

Last updated on August 15th 2022.