

Refund policy

Thank you for joining iWorkstation program. We ensure that our users have a rewarding experience while they discover, assess, and purchase our Programs, whether it is an instructor-led or self-paced training.

As with any online purchase experience, there are terms and conditions that govern the Refund Policy. When you buy a training course on iWorkstation, you agree to our Privacy Policy, Terms of Use and refund policy. Our refund policy is as follows:

Cancellation & Refunds: Online Training

For Self-Placed Learning: Raise refund request within 3 days of purchase of course. Money back guarantee is void if the participant has accessed more than 10% content.

For Instructor Led Training: Raise refund request within 3 days of commencement of the first batch you are eligible to attend. Money back guarantee is void if the participant has accessed more than 10% content of an e-learning course or has attended Online Classrooms/received recordings for more than 1 day. Also, in case a user downloads the E-Book for the course the money back guarantee will be void.

Cancellation & Refunds: Classroom Training

iWorkstation, reserves the right to postpone/cancel an event, or change the location of an event because of insufficient enrollments, instructor illness or force majeure events (like floods, earthquakes, political instability, etc.)

- In case iWorkstation cancels an event, 100% refund will be paid to the delegate.
- If a cancellation is done by a delegate 7 days (or more) prior to the event, 15% of the total paid fee will be deducted and the remaining amount will be refunded to the delegate. o If a cancellation is done by a delegate within 7 days (or less) of the event, no refunds will be made.
- In case iWorkstation Solutions cancels an event, 100% of course fees will be refunded. However, travel, logistics or any personal expense incurred by learners/participants will not be refunded.
- Initiate Refund against specific item of an order by emailing us at contact@theiworkstation.com.

Refunds: Duplicate payment

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 10 working days post intimation by the customer.

Note: All refunds will be processed within 10 working days after the refund request is approved by iWorkstation.

Rescheduling policy

In case iWorkstation reschedules the training event, the options available to the delegates are:

- 100% refund, if the rescheduled dates do not fit into the delegate's schedule.
- The delegate would have the privilege of rescheduling and attending a class in future at his/her convenience, at any location, on any date of a scheduled training.
- The delegates, if they so wish, can send a replacement. However, this should be intimated to iWorkstation Solutions at least 3 days prior to the event.

Whereas, if for some unforeseen reasons, a delegate wishes to reschedule his/her registration to a future date, a rescheduling fee is charged as mentioned below:

- If the rescheduling request is received 7 days prior (or more), 10% of registration fee will be charged.
- Please note that rescheduling will be subject to availability of seats.
- If the request of rescheduling is received within 7 days or less, no rescheduling will be allowed. However, the delegate can send a replacement instead.