

## **Annexure B**

### **Refund Policy**

1. Learners must pay an applicable block fee i.e. Rs. 10,000/- to block a seat for the enrolment to the Program. This block fee will be adjusted against the total Program fee i.e. Rs. 99,000/- payable by the learner.
2. Except for the case in Point 4 of the Refund Policy, block fee is non-refundable under any circumstances. This is the processing fee for any learner who enrolls with our Program.
3. If a learner has made a partial or full payment of the remaining amount of Rs. 89,000/- ("Balance Fee"), learner can claim a refund for such Balance Fee at any time before the cohort starts by raising a refund request on "My Applications" page on our website ([www.upgrad.com](http://www.upgrad.com)), stating the specific reason for the refund.
4. Subject to Point No. 7 of the Refund Policy, if a learner does not receive a job offer up till 90 days after successful completing of the Program, total amount paid towards Program fee shall be refunded by upGrad. In such cases, learner has to raise a refund request through 'My Applications' page on our website ([www.upgrad.com](http://www.upgrad.com)) and same will be initiated within 90 working days of receiving request after being duly approved by the Academic Committee.
5. The total Program fee should be paid within seven (7) days of payment of block fee or three (3) days before the Program start date, whichever is earlier. Otherwise the offer letter shall be rescinded, and processing fee of Rs. 10,000/- will be levied.
6. Except for the case as per Point No. 4 of the Refund Policy, the Program fee is non-refundable once the cohort starts. Also, if you have availed of a credit facility/loan, you will be unable to cancel your loan and you will have to continue paying your EMI's.
7. Learner will not be eligible for any refund and the upGrad obligations shall be deemed fulfilled, under any of the following circumstances:
  - i. The learner do not apply for all relevant opportunities as per their skillset.
  - ii. The learner do not follow the guidelines or responsibilities as prescribed under 'Annexure A'.
  - iii. The learner rejects a job offer received through upGrad hiring organizations;
  - iv. The learner receives a job offer outside the purview of this Program;
  - v. The learner does not appear for a scheduled hiring process including, but not limited to, screening tests and personal interviews;
  - vi. The learner does not follow the interview process in professional manner, including but not limited to, not providing responses to hiring organization communications, not submitting assignments or not providing documents as required by the hiring organization