

# Refund Policy – Knowledge Culture

At Knowledge Culture, we are committed to providing a seamless and enriching learning experience. However, we understand that situations may arise where a refund may be necessary. Please review our refund policy below:

## 1. Course Fee Refunds

### 1.1. Cancellation Before Course Commencement

- If a student requests a cancellation **7 days or more before the course start date**, a full refund of the course fee will be provided.
- For cancellations made **3-6 days before the course start date**, 50% of the course fee will be refunded.
- No refunds will be issued for cancellations made **less than 3 days before the course start date**.

### 1.2. Cancellation After Course Commencement

- Once the course has started, **no refunds** will be issued.

## 2. Workshop and Event Fees

- Registration fees for workshops or events are **non-refundable**, except in cases where the event is cancelled by Knowledge Culture.

## 3. Payment Issues or Duplicate Transactions

If you experience a payment issue or are charged twice, please contact our support team at [support@knowledgeculture.co.in](mailto:support@knowledgeculture.co.in) within **7 business days** with proof of payment. After verification, the duplicate payment will be refunded in full.

## 4. Refund Processing

- Refund requests must be submitted via email to [support@knowledgeculture.co.in](mailto:support@knowledgeculture.co.in).
- Approved refunds will be processed within **10-15 business days** and credited back to the original payment method.

## 5. Non-Refundable Items

The following fees are **non-refundable**:

- Registration fees for specific courses, programs, workshop, seminar or certifications.
- Any administrative fees, as mentioned during enrollment.

## 6. Course Cancellation by Knowledge Culture

If a course or event is cancelled by Knowledge Culture due to unforeseen circumstances:

- Students will be offered the option to reschedule for a future session or receive a full refund.

## 7. Appeals and Exceptions

We understand that emergencies or exceptional situations may occur. For such cases, you may email **support@knowledgeculture.co.in** with supporting documentation. Appeals will be reviewed on a case-by-case basis.

If you have any questions or concerns regarding our refund policy, please feel free to reach out to us at **support@knowledgeculture.co.in** or call us at **+91-9582789928**.