

## Refund and Cancellation Policy

The policy defines terms and conditions of refunds and cancellation of services availed or to be availed by all the participants / customers. The terms and conditions are as follows:

### **For Training Services:**

1. Training course registration will not be confirmed until payment is received in full.
2. The training fees should be paid in full to avail the services.
3. Any revision in the course fees or other fees will be at the sole discretion of TUV India Pvt. Ltd. and shall be updated on the website time to time.
4. Fees paid for a specific program are not transferable to any other program.
5. Fees once paid shall not be refunded in any circumstances.
6. Fees once paid shall not be adjusted with any other product /service availed subsequently at TUV India Pvt. Ltd.
7. Courseware or content and Fees may be changed at the sole discretion of TUV India Pvt. Ltd.
8. TUV India Pvt. Ltd. is not responsible for any expenses incurred by participant / customers if a training program is cancelled.
9. User can use the online payment gateway of TUV India Pvt. Ltd., for any dues payable to TUV India Pvt. Ltd. Amount once paid will not be refunded in any circumstances.

### **For Other Services:**

1. User can pay for services availed from TUV India Pvt. Ltd., which includes Testing, Inspection and Certification services.
2. User can pay advance payment as per terms agreed in contract. Any cancellation of order will be subject to applicable deductions and balance amount if any will be refunded back to customer. The decision of TUV India Pvt. Ltd. will be final for any deductions and refunds.
3. User can pay outstanding dues to TUV India Pvt. Ltd. against respective invoices. User can mention invoice details in remark field so that we will adjust the payment received against outstanding invoices. Amount once paid against such outstanding dues will not be refunded back.