

Refund and Cancellation Policy

The policy defines terms and conditions of refunds and cancellation of Training Programs & Other TUV India Services availed or to be availed by all the participants / customers. The terms and conditions are as follows:

For TUV India Training Services:

1. Training course registration will not be confirmed until payment is received in full to avail the services.
2. Training schedule are subject to change or cancellation based on minimum requirements as per the accreditation norms (like IRCA /NBQP/FSSAI) or due to some unavoidable circumstances. Any change or cancellation of scheduled training course will be intimated to registered participants email id, 1 day prior to the start of course.
3. Any revision in the course ware/course fees/other fees will be done at the sole discretion of TUV India Pvt. Ltd.
4. In case of change or cancellation of any scheduled program from TUV India Pvt. Ltd (as per s.no 2), fees paid for participation will be initiated for refund to the respective participant/ client account within max 21 days, subject to required information is provided by participant / client.
5. Paid Training Participation Fees will not be adjusted with any other services availed / going to be availed at TUV India Pvt. Ltd.
6. In case, participant/ client attended the program partially or fully, refund of fees will not be entertained.
7. TUV India Pvt. Ltd. is not responsible for any incidental expenses incurred by participant / customers, if any training program is cancelled (as per s.no 2)
8. EMI option is a choice for participant / client from multiple available payment options in payment gateway, TUV India Pvt Limited is not responsible for EMI Interest & its pay-out.
9. In case, any programme scheduled by TUV India Pvt Limited gets cancelled (as per Sr. No. 2), then refund of Basic Fees+GST will done. Any interest incurred by the delegate for availing the EMI option will not be borne by the TUV India Pvt. Ltd.

For TUV India Other Services:

1. User can pay for services availed from TUV India Pvt. Ltd., which includes Testing, Inspection and Certification services.
2. User can make 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.